ACCIDENT AND INCIDENT REPORTING

Program Element
R2-10-207(5)

An agency shall develop procedures for reporting incidents or accidents involving personnel, property, automobile, liability, industrial injury, environmental damage, and a method to notify the agency's loss prevention coordinator or loss prevention committee of mishaps or near misses.

"The loss prevention coordinator and loss prevention committee shall review the accident and incident reports and identify the corrective actions necessary to prevent recurrence."

Accidents have a negative impact on business operations from not only a financial perspective but also by lowering employee morale, reducing levels of productivity, damaging public image, and increasing turnover rates and absenteeism, just to name a few.

Definition:	Procedures used to report, investigate, analyze, identify root cause(s), and establish corrective action for accidents and incidents occurring within the agency.
Why do I need this program?	A systematic approach for reporting incidents, accidents, and near misses provides for the timely management of claims, investigations, and the implementation of corrective measures. Investigations must be conducted to identify root cause(s) and determine what corrective measures can be taken to prevent similar incidents.
How do I know if this program applies to my agency and my specific job hazards?	If your agency has experienced incidents or accidents, or ***has the potential*** to experience these losses, then an incident and accident reporting program is required.

What are the minimum required elements and/ or best practices for an Accident and Incident Reporting Program?	**Guidelines and Criteria**: Procedures for reporting, investigating, analyzing, and correcting all losses or potential losses to an agency shall include, as a minimum, the following:

Guidelines and Criteria: Procedures for reporting, investigating, analyzing, and correcting all losses or potential losses to an agency shall include, as a minimum, the following:

- Timely and accurate reporting of all work related incidents, accidents, mishaps, and near-misses.
  - A physical injury - within one (1) business day of the event, orally, in writing, or by electronic means.
  - Property damage or loss expected to exceed $10,000 - within one (1) business day of the event, orally, in writing, or by electronic means.
  - All other loss events or potential loss events - within 10 business days of the incident, in writing or by electronic means.
  - In addition, any incident that meets the criteria to be an OSHA recordable workplace injury or illness shall be recorded on the OSHA 300 log within seven (7) days of notification.
- Procedures for reporting an environmental release to Risk Management, and for reporting to regulatory agencies having jurisdiction, shall be developed as covered under R2-10-207(9)(d).
- A standardized process to investigate all incidents, or accidents to gather pertinent information.
- Analyze and evaluate all incident and accident data to determine root cause(s) and, if applicable, frequency and severity trends.
- Identify corrective actions to eliminate or control hazards or exposures and to prevent recurrence. A best practice will utilize the hierarchy of controls.
- Follow-up to ensure that the corrective actions employed are, in fact, effective. If not, repeat the steps listed above.

Are there any mandatory training requirements or best practices that must be developed by the agency?	At a minimum, all employees should be informed of the proper procedures for reporting an incident or accident. Employees that conduct investigations should receive training that covers, at minimum, the following subject matter: ● When to notify emergency services; ● Understanding whether a scene is safe to enter; ● Securing the scene; ● Rendering assistance, if practical; ● Collecting data; ● Analyzing the data; ● Writing the report (including corrective measures); and ● Follow-up activities. The Loss Prevention Coordinator and the safety committee members should be trained in causal analysis and accident trending. Employees who administrate OSHA 300 and 301 recordkeeping logs should receive training on OSHA 1904 to ensure that the logs are being filled out and maintained accurately.
Are there specific requirements for documenting the program, training, etc…?	Written procedures should be developed and conveyed to all employees regarding the accident reporting process within their agency. All training should be documented either in paper format, electronic means or via the State's Employee Learning Portal. Program documents, training materials, and attendance rosters should be maintained in accordance with AZ Library, Archives and Public Records general retention schedules, LAPR - Retention Schedules.

Are there any resources available that can assist me in putting together an accident reporting/ investigation safety plan?	Training and materials are available through a variety of venues: ● AZ State Risk Management offers training on a variety of safety and risk related topics through the State's Employee Learning Portal (search the Library using the keyword "Loss Prevention") ● Arizona Division of Occupational Safety and Health offers training at various locations throughout the State ● Refer to the AZ State Risk Property & Liability website for agency reporting requirements and resources. ● OSHA Incident [Accident] Investigations: A Guide For Employers (Including sample Incident Investigation Form)