



SECTION 6

CHAPTER 2

REPORTING INCIDENTS – CASE MANAGEMENT

Purpose

The company's Incident Reporting Policy was developed:

- to provide treatment to injured employees
- to ensure timely reporting of all job-related injuries and illnesses, vehicle incidents, property/equipment damage, and environmental incidents
- to outline the procedure for submitting required written reports for regulatory compliance

Scope

This policy applies to all Company:

- employees
- contractors

In this chapter

Topic	See Page
Related Terms	2
Reporting Incidents	5
Maintaining Safety and Health Incident Statistics	9
Dealing with Fatal Incidents and Serious Injuries	10
Communicating with the Media	12

Related Terms

Purpose	This document defines the terms used in this chapter.
Near Miss	A near miss is hazard recognition and/or an undesirable event that under slightly different conditions of timing, space, position, or sequence of events could have resulted in an injury, property/equipment damage or environmental damage.
Incident	An incident is personal injury, property/equipment damage, vehicular or environmental damage.
Report Only	Any work-related injury/illness or occurrence that is minor in nature and requires no treatment.
First Aid	Any work-related injury/illness that occurs and results in first-aid treatment by a non-professional.
First Aid Medical	Any work-related injury/illness that requires first aid treatment by a licensed medical physician.
No Lost Time Incident (Recordable)	Any work-related injury/illness that requires treatment by a licensed medical physician beyond first aid treatment as defined by OSHA guidelines. Examples would include stitches, positive X rays, chiropractic treatment, prescription medications, or over the counter medications at prescription strength.



Lost Time Restricted

(Recordable)

Any work-related injury/illness that requires treatment beyond first aid by a licensed medical physician and where the worker is not able to perform regular field duties by the next day, but able to participate in the modified work program.

Lost Time Incident

(Recordable)

An occupational injury or illness that results in the worker losing time from work for longer than the day of injury.

OSHA recordable

Any work-related death, illness or injury which results in:

- loss of consciousness
- restriction of work or motion
- job reassignment
- required medical treatment beyond first aid
- chiropractic treatment
- prescription medications
- over the counter medication at prescription strength

NOTE: A tetanus shot is not classified as an OSHA recordable incident.

Alleged incidents

Any occurrence that is declared, but without proof.

Property / equipment damage

Any damage to company and third-party property or equipment, or vehicles that are not in motion and/or no drivers (hail damage, vandalism, etc.).



Vehicle incident Any vehicle incident occurring on the job while in the scope of employment or while traveling between job site locations in:

- company vehicles
- vehicles rented or leased by the Company
- personal cars conducting business under a mileage reimbursement plan

Reporting Incidents

Purpose

This document outlines the:

- responsibilities of the employee
- responsibilities of the yard manager and supervisor
- reporting requirements
- required forms
- time specifications for filing incident reports
- procedure for reporting incidents

Employee responsibilities

Employees will report immediately to their supervisors all:

- work-related injuries or illnesses, no matter how minor
- vehicle incidents
- property/equipment damage
- environmental spills
- third party incidents that an employee witnesses

Employees involved in vehicle incidents will obtain from any other parties involved all information required for the incident report, including the following information about the other driver and vehicle:

- driver's license number
- insurance carrier phone number and policy number
- name
- address
- telephone number
- make, model, and color of vehicle
- vehicle identification number (VIN), if possible
- license plate number and state of issue

Reports will also include the identity and contact information of any

witnesses.

Note: Make statements at the scene **ONLY** to the investigating officers. Do **NOT** make a statement to anyone else (media, bystanders, spectators, witnesses, etc.).

In the event an incident occurs on a Hiring Clients location then employee will notify supervisor immediately. The employee and their immediate supervisor will notify the Hiring Client within 24 hours.

Yard Manager / Supervisor responsibilities

The yard manager/supervisor will:

- post a list of medical facilities and telephone numbers at each job site
- inform all employees to report all incidents and illnesses immediately following the company's reporting policy and guidelines
- generate all reports at the location at which the incident occurred
- arrange for any required drug tests of employee(s) involved in and any other employee(s) who may have contributed to the incident

The Company utilizes XtremeMD for all injuries not requiring immediate medical attention. **IF** an employee requires treatment by a licensed medical physician, **THEN**:

- the employee must be accompanied by a company representative to the medical facility (Workers Comp preferably).
- obtain a DWC 73 form, if using a workers comp doctor, and return the completed form to the local HSE Coordinator and send a copy to the Director of Safety

If an injured employee is released to work "Full Duty" or "Light Duty", the appropriate form must be completed, filed in the employee's safety file at their respective yard and a copy sent to the Director of Safety.

Reporting requirements

Yard Managers must follow the company's reporting policy, guidelines, and flow chart when reporting and must:

- ensure all employees report incidents, no matter how minor, immediately
- ensure all third-party incidents are reported immediately
- ensure reports are completed properly and submitted to those required according to the company's guidelines

WHEN:

- 3 or more employees are injured in the same incident and are admitted to the hospital, **OR**
- a fatality occurs

Reporting requirements to OSHA and Company

THEN the VP of HSE will immediately:

- contact OSHA
- contact the President/CEO of the company

Written reports must be filled out completely by the Yard Manager or designee. Incomplete reports will be returned for correction.

Written records of work-related fatalities, injuries, and illnesses are kept by the Corporate Safety Department for at least five years.



Incident program

All incident files electronic or written are to be kept at area locations and a copy of the files are to be emailed to the corporate safety department personnel and must include:

- First Report (Injury, Automotive, Damage to Property/Equipment, Spill/Environmental)
- Supervisors Incident Investigation Report
- Review Board (for all OSHA recordable incidents and any significant incident/near miss).

First Reports should be completed within 24 hours

Supervisor's Incident Investigations should be completed within 48 hours

Review Boards should be scheduled and completed within 72 hours.

It is the responsibility each yard to adhere to this system.

Maintaining Safety and Health Incident Statistics

Purpose The Corporate Safety Department maintains/files all incident electronic or written records (e.g., work-related fatalities, injuries, illnesses) and statistics for the company. When customers require statistical information, corporate safety will release the required information.

OSHA 300 Log Reporting and Posting All recordable cases of illnesses or injuries will be recorded on the OSHA 300 Log within seven calendar days of receiving information that the injury occurred. This information is updated and tracked by the Corporate Safety Department and the OSHA 300A Summary is sent to each branch location to be posted in a place visible to employees from February 1st through April 30th of the injuries and illnesses recorded for the previous year. The OSHA 300A will be reviewed and signed by a member of the corporate executive team before being posted. The OSHA 300A Summary forms are posted in a place visible to the employees (driver breakroom, etc.)

Dealing with Fatal Incidents and Serious Injuries

Purpose

This document outlines the requirements for dealing with fatal incidents and serious injuries, including:

- management responsibilities
- employee responsibilities
- the procedure for responding to an incident
- the policy for returning to work after treatment for a work-related injury

Management responsibilities

After a serious or fatal incident, management is expected to:

- assist survivors
- arrange for all involved employees to take drug tests immediately after the incident

The Company requires Post-Incident Drug Screening on all employees involved in:

- Injury incidents
- Automotive incidents
- DOT reportable incidents
- any incident deemed appropriate by management of the company

Drug tests are required in these situations regardless of fault. Refer to the *Drug and Alcohol Policy* for more information.

Risk Managers Responsibilities

Following a serious work-related incident, that results in a:

- fatality
- inpatient hospitalizations of one or more employees
- amputations
- losses of an eye

The Risk Manager will report any of these incidents to OSHA. Any work-related incidents resulting in a fatality **will be reported within 8 hours of discovery**, and any inpatient hospitalization(s), amputations, or eye loss **will be reported within 24 hours of discovery**.

Rescue operations

Employees may be asked by local authorities to assist in rescue operations. Rescue operations will begin as soon as it is determined the area is safe to enter without further risk of life and/or health of employees.

Guidelines for employees providing assistance:

- Wear protective equipment and observe all safety procedures during the rescue operation.
- Do **not** move injured employees unless there is immediate danger of further injury or death. Local paramedics will direct the evacuation of injured persons and provide on-site emergency aid.
- Do **not** move fatal victims located in the area. Notify local authorities of their location and seal the area from unauthorized personnel. Victims may be covered with plastic or other materials. Local authorities will direct the removal of remains and their disposition.
- Do **not** discuss the identity of fatalities with anyone, especially members of the news media.

Communicating with the Media

Purpose The news media will frequently cover incidents. The Company is committed to establishing and maintaining a cooperative and factually accurate relationship with the news media in the event of an emergency situation. The Company's policy is to keep the local community informed of the facts of the particular situation as we know them through its officials, the appropriate agencies, and the press.

Procedure Refer all questions from the media to the corporate office in Snyder.

Do **not** discuss the identity of fatalities with anyone, especially members of the news media who may be covering the incident.

Use the following procedures to deal with the media. Employees' responsibilities are shaded. The local management or the line of business VP and/or the designee will take all other actions.

Step	Action
1	Employees will notify their local supervisor/yard manager of the incident immediately. Furnish whatever relevant information is available. DO NOT provide information to the press, if asked; please refer the media to the Business office in Lubbock, TX. (806-894-1457)
2	Yard management will obtain as complete a report as possible on the incident and notify the proper authorities, his/her supervisor, and members of the HSE group.
3	Yard management and Supervisors will not allow the media access to the incident scene.
4	All news releases or communications will be directed by the President of the Company or his designee.
5	The President of the Company and/or his designee will release the names and addresses of fatalities or injured employees to the proper authorities for notification of next of kin. Do not release this information to the media.