

## QBD.19 Accident & Incident Investigation Policy

### 1. Purpose

This policy ensures that all accidents, incidents, near misses and occupational illnesses are reported, investigated and recorded in accordance with UK health and safety legislation, RIDDOR 2013, and ISO 45001 standards. The aim is to prevent reoccurrence, identify root causes and promote continual improvement.

### 2. Scope

This policy applies to all Rayan Facilities Management Ltd employees, contractors and agency personnel working on any site or premises.

### 3. Policy Statement

Rayan FM is committed to:

- Prompt reporting of all accidents, incidents, near misses and dangerous occurrences.
- Thorough, fact-based investigations.
- Identifying root causes and implementing corrective actions.
- Complying with statutory reporting requirements (RIDDOR).
- Ensuring injured persons receive appropriate support and medical treatment.
- Learning from incidents to prevent reoccurrence.

### 4. Definitions

*Accident:*

An unplanned event that results in injury, illness or damage to property or equipment.

*Incident / Near Miss:*

An unplanned event that had the potential to cause injury, illness or damage but did not.

*Lost Time Injury (LTI):*

An injury serious enough to prevent the employee from attending work the next day.

*Medical Aid Injury:*

An injury requiring professional medical treatment but not resulting in time off beyond the day of injury.

*First Aid Injury:*

A minor injury that can be treated on site.

### *Critical Injury:*

A serious injury that may involve unconsciousness, significant blood loss, fractures, amputation, substantial burns or loss of eyesight.

### *Occupational Illness:*

A medical condition caused or worsened by exposure to workplace hazards (chemical, biological or physical).

## **5. Responsibilities**

### *Managing Director:*

- Provides resources to support investigations.
- Reviews investigation outcomes where serious incidents occur.

### *Health & Safety Manager:*

- Oversees incident reporting and investigation processes.
- Ensures RIDDOR notifications are submitted where required.
- Maintains the incident register and investigation records.
- Ensures corrective actions are tracked and closed.

### *Supervisors / Managers:*

- Ensure all incidents are reported immediately.
- Preserve the incident scene where safe.
- Gather statements, photographs and evidence.
- Complete the Accident / Incident Investigation Form.
- Support injured employees and arrange medical attention.

### *Employees:*

- Report all incidents, accidents and near misses immediately.
- Cooperate in investigations and provide truthful information.

## **6. Incident Reporting Process**

### *6.1. Immediate Reporting:*

All incidents must be reported as soon as possible to the supervisor.

### *6.2. First Aid & Medical Treatment:*

First aid will be administered; professional treatment arranged where required.

### 6.3. Scene Preservation:

Secure and prevent disturbance of the scene in cases of serious or critical injuries.

### 6.4. Notification Requirements:

The H&S Manager determines if the incident is RIDDOR-reportable.

### 6.5. Investigation:

Investigations must:

- Be completed by the Supervisor and H&S Manager.
- Identify immediate, underlying and root causes.
- Include statements, evidence, photographs, risk assessments and training records.
- Use the Accident / Incident Investigation Form.

### 6.6. Corrective Actions:

Recommendations will be agreed and implemented. Additional training or changes to safe systems of work may be required.

### 6.7. Communication & Learning:

Findings from investigations may be shared with teams where beneficial.

## 7. RIDDOR Reporting

Where incidents meet criteria under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), the H&S Manager will submit formal notification to the HSE within statutory deadlines.

## 8. Records

Rayan FM will maintain:

- Incident reports
- Witness statements
- Investigation forms
- Medical documentation (where applicable)
- RIDDOR submissions
- Corrective action tracking

## 9. Review

This policy will be reviewed annually or earlier if legislation, guidance or operational requirements change.

Signed:



Siobhan Hamill

Managing Director

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