CALGARY SAFETY CONSULTANTS

Internal Incident Reporting Procedure

Company procedure template

How to use this template

This template turns the guide *How to Report an Incident Internally* into your own written procedure. Work through it with your managers, supervisors and your joint health and safety committee or representative. Suggested wording is printed in each section; tick it, adjust it in the fields, and add your own examples and names. When it's complete, have it approved, train everyone on it and keep it with your safety program.

- **Sections 1 to 4** set the purpose, scope, definitions and what must be reported.
- **Sections 5 to 9** set the severity tiers, who is notified and how fast, after-hours and remote work, contractors and the first notice.
- **Sections 10 to 14** set responsibilities, non-reprisal, your legal reporting references, training and review, and sign-off.
- Use the separate **Incident Notification and Escalation Contact Sheet** for names and phone numbers, so this procedure doesn't need re-approval every time a number changes.
- The times suggested here are company standards, not legal deadlines. Make sure yours are fast enough to meet the rules where you work.

Procedure details

Company name

Procedure number

Revision

Effective date

Procedure owner (name and position)

Approved by

Sites, projects or operations covered

Jurisdictions (province, territory or federal)

1. Purpose

☐ Use the suggested purpose: to make sure every incident, near miss and hazard is reported to the right people quickly, so that people get help, hazards are controlled, legal reporting duties are met and the causes are investigated and corrected.

Our purpose statement (if different)

2. Scope

This procedure applies to (tick all that apply)

☐ Employees
☐ Supervisors and managers
☐ Contractors and subcontractors
☐ Visitors and the public
☐ All company sites
☐ Client and prime contractor sites
☐ Remote, mobile and field work
☐ Company vehicles
☐ Work from home

Exclusions or other procedures that also apply (for example, emergency response plan, violence and harassment, work refusal)

3. Definitions

Term	Suggested definition (edit below if your program uses different wording)
Incident	Any unplanned event at work that caused, or could have caused, injury, illness, damage to property or the environment, or a loss. Includes near misses.
Near miss	An incident that did not cause harm but could have. Rated by what could have happened, not only by what did.
Hazard	A condition, practice or behaviour that could cause harm. Reported before anything goes wrong.
First aid case	An injury or illness treated with first aid only, with no medical treatment and no time lost beyond the day of injury.
Medical aid or lost time	An injury or illness needing treatment by a physician, nurse practitioner or other health professional, or causing time off or modified work.
Dangerous occurrence	An event such as a fire, explosion, structural or equipment failure or uncontrolled release that could have caused serious harm, whether or not anyone was hurt. Many jurisdictions require some of these to be reported.
Severity tier	The level (1, 2 or 3) that sets who is notified, how fast and how deeply the incident is investigated.
Reportable incident	An incident that the law requires to be reported to the OHS regulator, the workers' compensation board or another authority.
Person in charge	The supervisor, lead hand, foreman or other person directing the work at the time.
On-call contact	The named person, with a backup, who receives reports outside regular hours.

Changes to these definitions, or other terms used in our program

4. What must be reported internally

Tick each category your procedure covers (all are recommended) and add examples from your own work.

- ☐ Injuries and illnesses, including delayed symptoms
- ☐ Near misses
- ☐ Spills and environmental releases
- ☐ Fires, explosions and other dangerous occurrences
- ☐ Violence and harassment (also follow that procedure)
- ☐ Missed check-ins (working alone)
- ☐ First aid cases
- ☐ Property and equipment damage
- ☐ Vehicle incidents
- ☐ Hazards and unsafe acts or conditions
- ☐ Work refusals (also follow that procedure)
- ☐ Exposures to hazardous substances

Examples from our workplace, and anything else that must be reported

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5. Severity tiers

Rate every event by what happened **or could reasonably have happened**. When in doubt, choose the higher tier. If the facts change (for example, a sprain turns out to be a fracture), move the event up and make the extra notifications from that moment.

Tier and typical events (suggested)	Examples at our workplace	Supervisor notifies	Within (time)
Tier 1: Critical. Death, life-threatening or serious injury, hospital admission, fire, explosion, collapse, major release, missing worker, anything that may be reportable to the regulator			
Tier 2: High. Medical aid or lost time injury, high-potential near miss, vehicle collision, significant spill or property damage			
Tier 3: Low. First aid only, minor damage, low-potential near miss, hazard or unsafe condition			

Tier 1 written report due

Tier 2 written report due

Tier 3 written report due

Suggested: Tier 1 preliminary report the same shift; Tier 2 before the end of the shift; Tier 3 within 24 hours.

Tiering rules

- [ ] Events are rated by potential as well as actual outcome; a near miss that could have been fatal is Tier 1 or Tier 2.
- [ ] When in doubt, the supervisor chooses the higher tier. Escalations can be stood down; late notifications can't be undone.
- [ ] The safety lead or manager confirms the tier and may change it as facts become clear.
- [ ] Any event that may be reportable to the regulator is treated as Tier 1 until a named person decides otherwise.
- [ ] The tier sets the depth of the investigation as well as the notifications.

Other tiering rules for our work (for example, client-specific categories)

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6. Notification order and timelines

Enter the target time for each tier, or N/A. Suggested times are shown in brackets. Names and numbers go on the contact sheet.

Who is notified, and by whom	Tier 1	Tier 2	Tier 3	Method
Supervisor or person in charge, by the worker (immediately, all tiers)				
Senior manager, by the supervisor (immediately)				
Safety lead, by the supervisor (immediately / 1 hour)				
Manager, by the supervisor (immediately / 1 hour)				
Senior management (immediately / same day)				
Committee or representative (immediately or same day / days / meeting)				
Prime contractor, owner or client (per contract)				
OHS regulator, by the named person (as the law requires)				
Workers' compensation board (by its deadline)				
Family or emergency contact, by a senior person				
Insurer or other (specify)				

Person who decides if an event is reportable to the regulator

Backup

Person who makes regulator and WCB reports

Backup

7. After hours, remote work and working alone

- ☐ An on-call supervisor or manager, with a backup, is named for every hour workers are working, and the roster is posted.
- ☐ One on-call number always reaches a person; it is tested at least monthly and the test is recorded.
- ☐ Workers may go straight to the next level, or to the committee or representative, if they can't reach their supervisor.
- ☐ Communication for remote work is confirmed at the work location (cell, radio, satellite device) before work starts.
- ☐ A missed check-in for a worker working alone is treated as an incident and starts the escalation.
- ☐ The after-hours path uses the same tiers and timelines as the day path; only the names and numbers change.

On-call number

Where the roster is posted

Check-in system used

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8. Contractors, prime contractors and multi-employer sites

- [ ] We are the prime contractor or owner
- [ ] We work as a contractor on others' sites
- [ ] Both

- [ ] Contractors on our sites report every incident, near miss and hazard to our site lead within the times in section 6.
- [ ] Reporting requirements are written into contracts and covered in site orientation for contractors and visitors.
- [ ] On client sites, the client's reporting requirements and contacts are added to our contact sheet before mobilizing.
- [ ] When a contractor's worker is injured, we agree by phone, and confirm in writing, who reports to the regulator and the WCB.

Client or prime contractor requirements that apply (contract reporting windows, forms, contacts)

9. First notice and written report

The first verbal notice covers, in this order:

- [ ] Who is calling and from where
- [ ] Location and time
- [ ] What has been done
- [ ] Who else knows
- [ ] What happened, and the tier
- [ ] Who is hurt and where they are now
- [ ] What is still needed
- [ ] When the next update will come

- [ ] Tier 1 and Tier 2 notices are made by phone or radio, and are not complete until a person has acknowledged them.
- [ ] The first notice sticks to facts; opinions about cause and blame are left for the investigation.
- [ ] A notification log (who, by whom, when, reached or not) is started at the first call and kept with the report.

Incident report form used (name or number)

Where completed reports are sent

Who reviews written reports

Investigation procedure reference

Handing over to the investigation

- [ ] The written report, notification log, photos, first aid record and witness list go to the investigator as one package.
- [ ] The tier sets the depth of the investigation: full investigation and root cause analysis for Tier 1 and high-potential Tier 2 events.
- [ ] Interim controls are recorded, and the same work does not restart the same way until it has been made safe.
- [ ] Corrective actions are tracked with owners and due dates, and the person who reported is told what was done.
- [ ] Reports, near misses and hazards are reviewed together each month for trends by tier, location, task and time of day.

Investigation, corrective action and trend review arrangements

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10. Responsibilities

Role and suggested responsibilities	Our additions or changes
Workers. Report every incident, near miss, hazard and work-related symptom immediately; take part in investigations.	
Supervisors. Make the scene safe, rate the tier, make the notifications, start the log and written report, put interim controls in place.	
Managers. Confirm the tier, support the supervisor, arrange the investigation and track corrective actions.	
Safety lead. Decide if events are reportable, advise on notifications, keep records and trends, report to the committee.	
Senior management. Receive Tier 1 and 2 notices, approve external reports, provide resources, sign off investigations.	
Committee or representative. Receive the notices the law requires, take part in investigations, review reports and trends.	
Contractors and visitors. Report to the site lead immediately and follow this procedure while on our sites.	

11. Non-reprisal and reporting culture

- ☐ No worker will be disciplined, penalized or treated differently for reporting an incident, near miss, hazard or concern in good faith.
- ☐ Discipline, where genuinely warranted, follows a fair investigation of conduct, never the act of reporting.
- ☐ Incentive programs reward reported hazards, inspections and corrective actions, not the absence of reported injuries.
- ☐ Supervisors thank people who report, and tell them what was done about it.
- ☐ Reporting trends are reviewed; a sudden drop in first aid cases or near misses is treated as a warning sign.

Ways workers can report at our workplace

- ☐ In person to the supervisor
- ☐ Phone or radio
- ☐ Text, then the report form
- ☐ Reporting app or online form
- ☐ Paper hazard card
- ☐ Through a committee member
- ☐ Anonymous option
- ☐ On-call line
- ☐ Other:

Other commitments (for example, how concerns can be raised confidentially, recognition for hazard reports)

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12. Legal reporting references for our jurisdictions

Record the rules for each jurisdiction you work in, from the current legislation and your regulator's reporting page. Our guide to OHS legislation in Canada links to each jurisdiction's laws.

Jurisdiction	What must go to the regulator, and how fast	Committee or representative notice	WCB report deadline

13. Training and communication

- ☐ All workers are trained on this procedure at orientation, and refreshed at least annually.
- ☐ Supervisors and on-call contacts practise the notification calls in a drill or tabletop exercise.
- ☐ The contact sheet is posted at each site and in each vehicle, and on-call numbers are on hard hats or ID cards.

14. Review and sign-off

Review this procedure:

- ☐ Annually
- ☐ After a Tier 1 incident
- ☐ When the organization or contacts change
- ☐ When the law changes
- ☐ After an audit finding
- ☐ When workers raise a concern

Last review date	Next review date	Reviewed with committee or representative on

Name	Position	Signature or initials	Date

Revision history

Revision	Date	What changed	By

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