

# Incident Investigation Guidance

# Definitions

## Accident Injury

An unplanned, unwanted event which leads to injury, damage or loss

## Accident Damage Only

An unplanned, unwanted event which leads to damage to equipment only

## Definitions

## Hazard

Something that has the potential to cause harm

## Risk

The likelihood of potential harm from the hazard being realised



# Incident Investigations



- Accidents and Incidents happen
- Ensure all has been done for those involved
- Ensure Policy and Procedure in place for investigations
- Investigate all details of the accident / incident and record on an incident report
- Has the root cause been identified to either prevent the risk of the incident happening again or reduce the risk to an acceptable level?



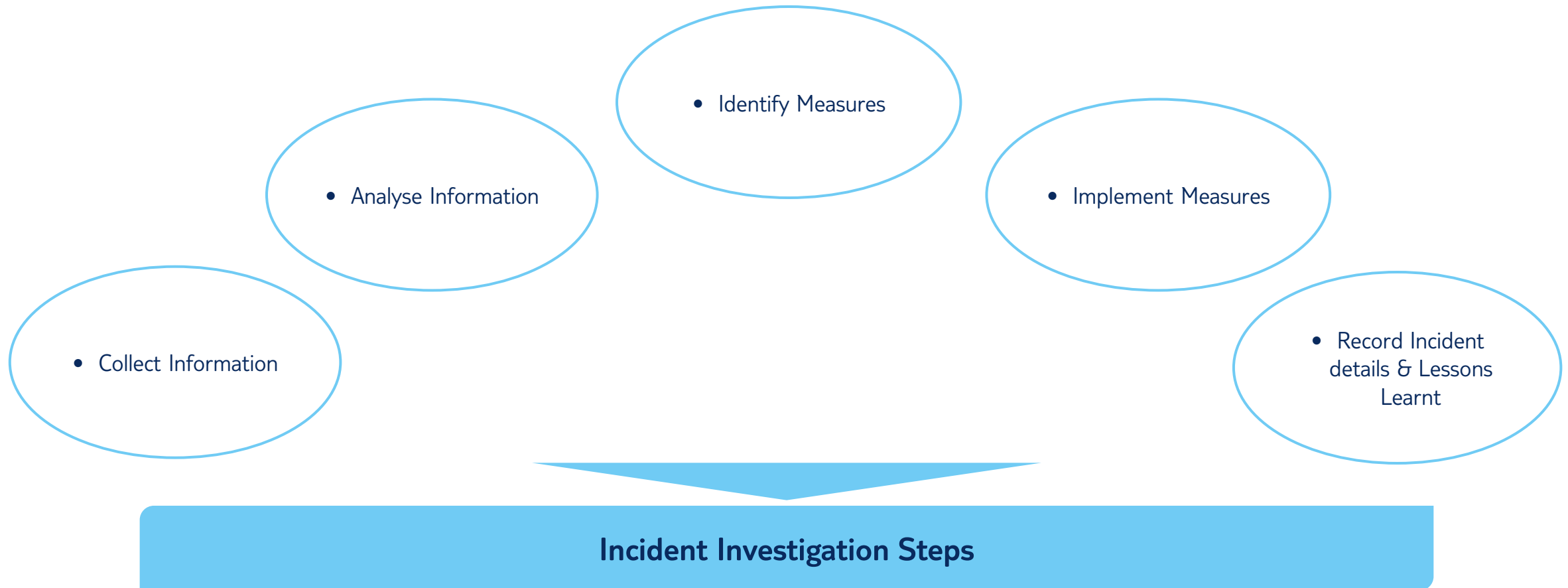
# Acknowledge

Prior to an incident happening your organisation should be prepared and know what actions to take when something happens.

- Have a policy in place which covers:
  - Your legal responsibilities and ensures they are in line with local health and safety legislation
  - What you need to do to ensure all has been done for those involved and that the area where the incident occurred is safe
  - Processes for incident investigation and identifies who in the organisation is responsible
  - Your recording requirements for accidents and incidents of:
    - Employees
    - Customers
    - Visitors (3<sup>rd</sup> party contractors)
- Have an incident report specific to your business
- Training of your employees:
  - Ensure your staff are aware what they need to do
  - Specific training – such as first aid, fire wardens etc.



# Investigation Steps



# Investigation Steps Continued...

## Collect Information

Make sure the information is factual – no speculation

- Photos
- Sketches
- Measurements
- Videos / CCTV
- Written accounts from witnesses
- Environmental factors – weather / natural disasters
- Physical samples – equipment, food, water etc.
- Review of:
  - Risk Assessment
  - Company Policy
  - Training
  - Previous accident reports



# Investigation Steps Continued...

## Analyse Information - Identify root cause to identify cause of incident

1. **Someone has slipped on a wet floor,**
  - Is the floor type suitable for the area?
  - Has an adequate assessment been completed to ensure the required slip resistance is in place?
2. **A chlorine gas has been caused by mixing incorrect chemicals in the pool plant room**
  - Are there safe systems of work in place?
  - Have employees had suitable training?
3. **There is an outbreak of sickness in the hotel**
  - Has there been a failure in food safety standards?
  - Are there protocols in place for monitoring illness levels?
  - Are there poor housekeeping practices causing further spread?
4. **Customers report cuts from the hotel pool**
  - Are there are protocols in place to undertake routine inspections and preventative maintenance?
5. **A fire has broken out in a room of the hotel due to the installation of new room fridges,**
  - Were the fridges installed correctly allowing for ventilation?



# Investigation Steps Continued...

## Identify Measures

- Identify control measures to prevent reoccurrence
- Establish...
  - if action can be taken to prevent reoccurrence happening in exactly the same way in the same location?
  - if action can be taken to prevent reoccurrence of a similar type of incident in a similar location?
- If actions cannot be taken to prevent reoccurrence – ensure a documented assessment is undertaken to help reduce associated risk

## Implement Measures

- An incident investigation should result in corrective measures being taken. Implement measures to prevent reoccurrence and ensure:
  - Recommended remedial action is clear
  - Priority is established
  - An appropriate timescale is given
  - A responsible and competent person is assigned the task



# Investigation Steps Continued...

## Record Incident Details

- Record incidents in line with local data protection laws, but also keep records to ensure:
  - In the event of an incident, historic incidents can be checked to see if similar incidents have happened
  - Incident data can be periodically reviewed to ensure any trends are identified
  - Communication of safety performance within your business to senior management, directors / owners

## Lessons Learnt

- After an incident investigation –
  - Lessons that can be taken from the investigation should be communicated within the business / between departments of the organisation.
  - Reporting processes to be in place to ensure local authorities or insurers are informed, as required.



# Why Prevent Re-Occurrence?

- Following a full investigation into an accident or incident, action should be taken to prevent re-occurrence.
- Preventing re-occurrence is key because:
  - **Legally** – avoids criminal and civil legal cases against the business or individual
  - **Morally** – a business should not willingly cause others to have the same or similar incident due to a lack of investigation
  - **Financially** – loss of business revenue and profit due to litigation, compensation, negative publicity



# TUI Guest Experience Contact Centre

In the event of an accident or incident involving a TUI customer. Please ask the customer to make contact with either:

- The TUI Musement Local Rep
- 24/7 TUI Guest Experience Centre

If you are aware the customer is unable to contact TUI – please speak with our local team or call:

 <b>Nordics</b>	 <b>UK &amp; I</b>	 <b>Belgium &amp; Netherlands</b>	 <b>GAS</b>	 <b>Poland</b>
<p>Sweden: +46 850 282 558</p> <p>Denmark: +45 781 526 15</p> <p>Norway: +47 677 925 86</p> <p>Finland: +35 894 255 222 2</p>	<p>TUI UK: +44 2038 303 111</p> <p>TUI Ireland: +35 319 635 304</p> <p>TUI Tours: +44 2038 303 212</p> <p>First Choice: +44 2038 856 468</p>	<p>Netherlands: +31 203 232 794</p> <p>Belgium Dutch: +32 59 770 101</p> <p>Belgium French: +32 78 142 597</p> <p>Belgium VIP: +32 59 770 103</p>	<p>TUI Germany: +49 511 444 739 10</p> <p>TUI Austria: +43 720 117 072</p> <p>TUI Switzerland: +41 435 510 274</p> <p>TUI Switzerland (French): +41 435 510 274</p> <p>Airtours: +49 511 444 739 02</p> <p>FlyLoco: +49 511 444 739 04</p> <p>L'Tur: +49 511 444 739 05</p>	<p>Poland: +48 221 520 455</p> <p>Czech: +420 234 043 351</p>



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