

# ACCIDENT INVESTIGATION

ALLIANZ RISK CONSULTING



## WHY INVESTIGATE?

Every day incidents occur in the workplace that may cause significant damage and/or cause injury or illness to employees. Accident and Incident investigation provides an opportunity to identify workplace hazards and gaps in your safety and health programs and reinforces accountability at all levels of your organization. Most importantly, accident and incident investigation helps determine root causes of the accident, and the corrective actions needed to prevent recurrence.

Accident investigations that focus on identifying and correcting root causes, not on finding fault or blame, can also improve workplace morale and increase productivity, by demonstrating an organization's commitment to providing a safe working environment.

## WHO SHOULD INVESTIGATE?

Although accident investigations are often initiated by a supervisor, they may also include managers and employees, as each brings different information and perspectives to the investigation. When an accident investigation is conducted, it is important to look beyond the direct causes of an accident. It is often misleading to conclude that carelessness or failure to follow a procedure alone was the cause of an accident. Without the determination of the underlying or root causes of the accident, you may fail to identify the systemic changes and measures needed to prevent future incidents. Whenever a deficiency is identified, it is important to understand how it happened and why it was not previously addressed.

## WHAT SHOULD BE INVESTIGATED?

**Accident** - An unforeseen event, chance, or unexpected happening that can result in a physical injury or damage to property

**Incident** -An unplanned and unwanted event which disrupts the work process and has the potential to result in injury, harm, or damage to persons or property

Both accidents and incidents need to be investigated. Incident investigation will help to identify hazards or gaps in your safety program that can be corrected before damage or an injury occurs as a result of the deficiency. While the goal of accident investigation is to prevent recurrence.

## HOW TO CONDUCT AN ACCIDENT/ INCIDENT INVESTIGATION

Organizations should require all employees to promptly report an injury or incident. After the injured party receives appropriate medical attention, it is important to begin the investigation. An accident investigation form is generally used for gathering and reporting accident information. Here are a few tips for any investigation

- Ensure the injured person(s) receives prompt medical treatment.
- Ensure any hazards created because of an accident are controlled or the area isolated, so no one else gets injured.
- Gather and report accurate and timely information about what happened such as:
  - \_ Personal information on the injured party such as: name, address, date of birth, company, and job title.
  - \_ A description of the accident – How did the injury occur? Where and when did it happen?
  - \_ Witness information and accounts of what occurred
  - \_ Information on the equipment, tools, materials, and environmental conditions that may have contributed to the accident
  - \_ The corrective actions taken immediately after the accident

When investigating the accident, you may not be able to immediately interview the injured employee. Make sure the accident scene is secure and take pictures before any cleanup or repair activities occur. Initially, witnesses may provide the best information about what occurred. Make sure to record each witness statement and have them sign to verify that the information is true to their knowledge. When interviewing the injured party, remember the investigation should be focused on facts not fault.

## ROOT CAUSE ANALYSIS

Identification of the root causes of an accident or incident is critical in preventing recurrence. Consider an accident where an employee slips on water. While it would be easy to assume the employee was not paying attention or the water was the reason the accident occurred, the root causes are much deeper. Why was the employee not paying attention – Were they rushing? Were they distracted? Did they have the correct footwear? Was it dark? Why was there water on the floor?- Is there a leak? Is it a housekeeping issue? Questions focusing on work environment, equipment, work practices and supervision are a good starting point to determine the root causes of an accident.

Once the true root causes are determined, it is imperative that a corrective action plan be put in place that clearly identifies the steps that will be taken to prevent this type of accident from occurring again, who is responsible for ensuring this happens and a timeline for the plan to be completed.

## ADDITIONAL RESOURCES:

- [OSHA Fact Sheet. Root Cause: The Importance of Root Cause Analysis During Incident Investigation. \(PDF\). \(2016\). This fact sheet provides guidance for identifying root causes of incidents and/or near misses in order to prevent their recurrence.](#)
- [OSHA. Incident \[Accident\] Investigations: A Guide for Employers \(PDF\). \(2015\). This guidance document provides employers with a systems approach to identifying and controlling the underlying or root causes of all incidents in order to prevent their recurrence.](#)
- [National Safety Council. How to conduct an incident investigation \(PDF\). \(2014\). This four-page guidance document, developed by the OSHA/NSC National Alliance, provides brief guidance on conducting an incident investigation](#)
- [CCOHS – Incident Investigation – This fact sheet provides additional information on how to conduct an incident investigation and determine the root causes.](#)

Contact Allianz Claims Department immediately to report an incident.

(Email – [NewLoss@agcs.allianz.com](mailto:NewLoss@agcs.allianz.com) or phone 1-888-347-3428).

ACCIDENT AND INCIDENT INVESTIGATION FORM

TODAY'S DATE

POLICY NUMBER

COMPANY NAME AND ADDRESS

NAME AND PHONE OF REPORT PREPARER

DATE OF ACCIDENT/INCIDENT

TIME OF ACCIDENT/INCIDENT

AM/PM

ACCIDENT/INCIDENT LOCATION

PLEASE CHECK: Record Only Medical Only Lost Time Date Last Worked:

EMPLOYEE'S NAME:

EMPLOYEE'S ADDRESS:

EMPLOYEE'S PHONE NUMBER :

EMPLOYEE'S DATE OF BIRTH:

EMPLOYEE'S DATE OF HIRE:

JOB TITLE:

SUPERVISOR'S NAME:

ACCIDENT/INCIDENT DESCRIPTION:

Did employee seek medical treatment?

YES

NO

If Yes, please provide the info below

PHYSICIAN NAME

PHYSICIAN TELEPHONE

PHYSICIAN ADDRESS

Injury Investigation

What part(s) of body was injured?

What was the nature of injury?

Describe how accident happened?

What tools/equipment were being used?

ACCIDENT AND INJURY INVESTIGATION FORM – PAGE 2

**Witness Information**

WITNESS NAME :

WITNESS PHONE:

WITNESS NAME:

WITNESS PHONE:

ATTACH WITNESS DESCRIPTION ON A SEPARATE SHEET

**Prevention and Follow Up**

Corrective Action - What can be done to prevent similar accidents?

Implementation Date of Corrective Action:

Person(s) Responsible for Corrective Action

Corrective Action Completion –Signature and Date

Contact Allianz Claims Department immediately to report an incident.

Email – [NewLoss@agcs.allianz.com](mailto:NewLoss@agcs.allianz.com)

Phone 1-888-347-3428.

Design: [Graphic Design Centre](#)

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