

Uisce Éireann

Delivery Partner

Accident/Incident

Investigation

Guidance

Delivery Partner Accident/Incident Investigation

Guidance

Document No. PS-HSQE-SOP-024-GL-01 Revision: 1.0

Approved by: Alan Morrissey

Effective Date: 20/02/2024



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1 INTRODUCTION

This guidance outlines Uisce Éireann process for the management of incidents on all projects and programmes. It aids in understanding the reporting and investigation processes for incidents ensuring a consistent approach is maintained so that lessons can be learnt to prevent reoccurrence. This document was developed from working collaboratively with Delivery Partners involved in Uisce Éireann projects and Programmes.

2 PURPOSE

This document aims to guide and assist Uisce Éireann Delivery Partners / 3rd Parties/ PSCS/Entity in control of the works, when carrying out Accident and Incident investigations. This guide is to be used in conjunction with UÉ High Potential Incident (HIPO) - PS-HSQE-SOP-024-PRO-25, High and low-level process maps and PIR Form (PS-HSQE-SOP-024-FM-012)

3 DEFINITIONS

3.1 Low Level Incident:

A Low-Level incident is any Near Miss or Injury no absence incident that does not have the potential to result in a HIPO.

Near Miss:

Unsafe act, condition, unplanned event or non-compliance with the potential to cause injury or damage to plant people or the environment.

Injury no absence:

First aid / Medical Treatment with no absence from work

Utility strike:

Where there was no risk of serious injury or fatality.

HSA or other statutory authority visits:

All visits must be notified to UÉ.

3.2 High Level Incident:

A High-Level incident is an IR1, IR3, LTI that does not have the potential to result as a HIPO.

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Fatality:

An event where one or more person(s) (employee, member of the public, contractor, visitor) has been fatally injured.

IR1 Reportable Incident:

A Workplace injury or illness where an employee has been injured and as a result is either absent or cannot carry out their normal duties for more than 3 consecutive days (excluding the day of the accident but including any days which are not normal working days e.g. Saturday & Sunday). (>3 day absence excluding the day of the injury).

Lost Time Incident:

A workplace injury or illness which has prevented an employee from carrying out their work for a period of at least one day, excluding the day of the injury. (1-3 day absence excluding the day of the injury)

IR3 – Dangerous Occurrence:

A 'dangerous occurrence' means an occurrence arising from work activities in a place of work that causes or results in –

- the collapse, overturning, failure, explosion, bursting, electrical short circuit discharge or overload, or malfunction of any work equipment,
- the collapse or partial collapse of any building or structure under construction or in use as a place of work,
- the uncontrolled or accidental release, the escape or the ignition of any substance,
- a fire involving any substance, or
- any unintentional ignition or explosion of explosives, as may be prescribed.
- any other incidents arising from the list of prescribed dangerous occurrences as set out by the H.S.A.

3.3 HIPO – High Potential Incident:

A high potential incident is an event that, under different circumstances, could have resulted in catastrophic loss, serious injury or fatality. (For the purpose of this summary serious Injury includes major multiple fractures, amputation or loss of use of limb, or life changing injuries that results in permanent disability).

- Any High or Low level Incident that upon review of details by UÉ and risk assessed based on potential outcome, is deemed a HIPO as approved by H&S Manager.

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- Fall or potential fall from a height - Where fall protection fails or is not implemented correctly which could have resulted in serious injury to one or more persons
- Full, partial or potential trench collapse where people were or could have foreseeably been working
- Potential exposure to harmful levels of hazardous substances
- Vehicle/plant/equipment making contact with person or vehicle (worker or member of the public) in a manner liable to cause serious injury.
- The striking of High Voltage electricity cables and certain low voltage strikes where there was a risk of serious injury or fatality.
- The striking of gas mains and certain utility service strikes where there was a risk of serious injury or fatality.
- Where a member of the public is seriously injured as a result of work activities.

Where Uisce Éireann requires a Post Incident Report (PIR) must be completed by PSCS/Entity in control of the works using Uisce Eireann PIR template.

4 ASSOCIATED TIMEFRAMES

	Notification to UÉ	UÉ Requested meeting	Incident Report	UÉ Returned comments	Investigation Close out
Low	Email notification on a weekly basis and summary through HSQE Monthly Progress report	n/a	On request from UÉ within N+7	N+14	Upon notification from UÉ
High	Verbal notification (immediately) and email notification within 24 hours of incident.	On request from UÉ	D+7	D+14	Upon notification from UÉ
HIPO	Notified by UÉ to Contractor	N+1	N+5	N+10	Upon close out meeting

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					with UÉ – Required within N+28 Days
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***D = Day of Incident *N = Notification of HIPO status from UÉ.**

These timelines are subject to information outlined in process maps.

5 GUIDELINES

Incident Description:

The Incident description must contain details of the accident location, time, date, the name of the competent person preparing the report and a version log.

The description for the incident must include but not limited to;

- A detailed summary of the accident (In the case of a service strike details must include the depth, voltage, pressure, stop works notification issued by utility provider etc)
- The times, dates, location, personnel (without the use of names due to GDPR) involved.
- The scope of the works and the task being completed
- The sequence of events leading up to the incident
- The working environment
- Equipment being used at the time
- Competencies of those involved
- The outcome - Details of injuries or damage (if any) sustained
- If reportable to the H.S.A (IR1/IR3 etc)

Contributory factors:

A contributory factor is one which contributes to the incident occurring but are not the direct or immediate cause. These factors, if removed are likely to prevent the incident from happening or reduce the severity of its consequence.

Immediate cause:

The Immediate cause is the direct, obvious cause of an incident, usually an unsafe act or condition. These causes are triggers for the event without which that particular incident could

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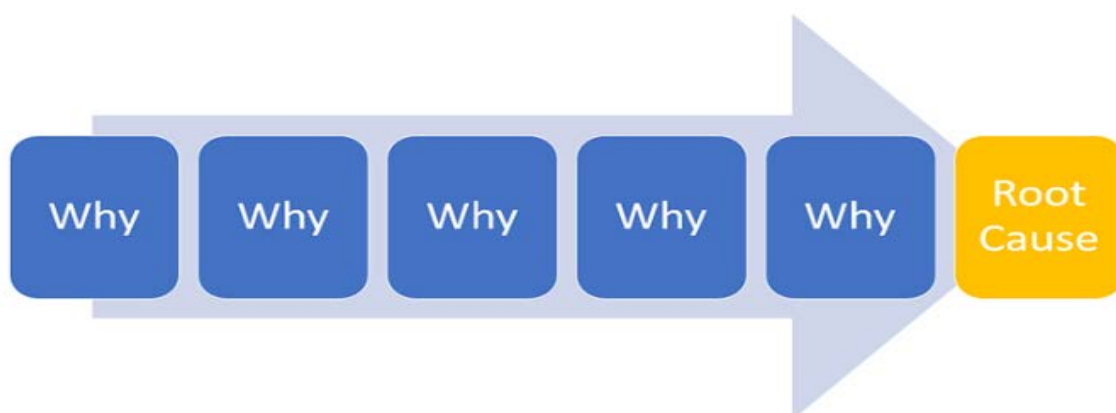
not have occurred. This may be a single event or a small number of events that started the incident. The way to identify if you have established the immediate cause is that if you took this event away, then that incident could not have occurred.

Root Cause:

The Root cause is the events or condition that allowed the immediate cause to develop. The root cause of a problem is the fundamental, underlying reason why an incident occurred that identifies correctable failures, which when addressed, will prevent or significantly reduce the likelihood of the problem's re-occurrence or existence.

Root Cause Analysis (RCA):

Root Cause Analysis (RCA) is a method used to establish the root cause of an event or issue, and is used to correct or eliminate the cause, and prevent the problem from recurring. To be effective, root cause analysis must be performed systematically. General incident investigation, which often corrects just the symptoms of an incident, results in temporary fixes which may only mask the incident or delay the effects until later. Using root cause analysis, organisations may identify the true source of an incident and implement permanent and lasting solutions to prevent future issues. The product of the RCA process is an action plan that identifies the actions required in order to correct the root causes to reduce the risk of similar events occurring in the future. The RCA method used by Uisce Éireann and on UÉ PIR template is "The 5 Why's".



The 5 Why's process must be completed until a root cause can be identified. Please find below an example of root causes:

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- Competency
- Leadership and Responsibility
- Equipment, Machinery and Assets
- Processes and Procedures
- Human Behaviour
- Work Environment

Enduring corrective and preventative measures:

Corrective measures must detail the immediate action taken following an accident/Incident. This may include making the work area safe, contact with the emergency services, reporting of incident etc.

Following the identification of a root cause we must implement Preventative measures. These must be enduring & effective control measures for each root cause identified in order to prevent reoccurrence. In order for each control measure to be effective, they should be identified using the S.M.A.R.T format.

Specific

Measurable

Achievable

Realistic

Time bound

Enduring controls and actions implemented must be considered throughout all Uisce Éireann projects and not just specifically on the project that the accident/incident occurred. Corrective and preventative measures implemented must be continuously reviewed.

Uisce Éireann may request additional follow up actions to monitor effectiveness of enduring corrective and preventative measures.

Appendix:

If required, the following associated documents may also be required as part of the accident/incident investigation:

- RAMS
- Training records
- Procedures

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- Equipment certification
- Witness statements
- Photos
- Other
- Additional information as per UÉ request

6 REFERENCED DOCUMENTS

List documents referenced in the guidance document. List other supporting documentation.

Document Name	Document Number	Location
<i>PIR Template Form</i>	PS-HSQE-SOP-024-FM-012	Alfresco » Document Details
<i>Low Level Incident Process Map</i>	PS-HSQE-SOP-024-PRO-023	Alfresco » Document Details
<i>High Level Incident Process Map</i>	PS-HSQE-SOP-024-PRO-024	Alfresco » Document Details
<i>HIPO Level Incident Process Map</i>	PS-HSQE-SOP-024-PRO-025	Alfresco » Document Details