Procedure

Document Number	HS-PR-005
Document Title	**Incident Reporting & Investigation Procedure**
Version	2.1
Approved By	Brendan McKenna
Position	Director
Issue Date	14/07/2026
Review Date	14/07/2028

Purpose

Brendan McKenna Earthmoving Pty Ltd is committed to ensuring all incidents, injuries, near misses, environmental events, plant and equipment damage, vehicle incidents and other workplace events are reported, investigated and managed consistently to prevent recurrence and protect workers, contractors, visitors, the environment and company assets.

This Procedure establishes the requirements for responding to incidents, conducting investigations, implementing corrective actions and monitoring outcomes to support continual improvement across all Brendan McKenna Earthmoving operations.

This Procedure forms part of the Brendan McKenna Earthmoving Integrated Management System (IMS) and supports compliance with the Work Health and Safety Act 2011 (Qld), Work Health and Safety Regulation 2011 (Qld), applicable environmental legislation and the company's continual improvement processes.

Effective incident reporting, investigation and corrective action support continual improvement, legislative compliance and the ongoing safe operation of Brendan McKenna Earthmoving plant, equipment and heavy vehicles.

Scope

This Procedure applies to all Brendan McKenna Earthmoving workers, contractors and visitors undertaking activities at company workplaces, depots, workshops and project sites.

It applies to:

- Work-related injuries and illnesses.
- Near misses.
- Plant, equipment and heavy vehicle incidents.
- Property and asset damage.
- Environmental incidents.
- Vehicle incidents.
- Dangerous occurrences.
- Customer or public complaints relating to safety or environmental performance.
- Any event requiring investigation under company procedures or legislation.

Responsibilities

The following responsibilities apply to the implementation of this procedure.

Role	Responsibilities
Director	Ensure appropriate resources are available for incident management, ensure legislative notification requirements are met, review significant incidents and incident trends during Management Review meetings, and verify corrective actions have been effectively implemented.
Operations Manager	Coordinate incident investigations, monitor corrective actions, review incident trends, ensure registers are maintained, coordinate plant and heavy vehicle incident investigations where applicable and support Supervisors during incident management.
Supervisors	Respond to incidents, preserve incident scenes where required, conduct investigations, implement corrective actions, communicate lessons learnt and verify actions have been completed.
Worker	Immediately report incidents, hazards, near misses and damage events, cooperate with investigations and comply with implemented corrective actions.
Contractors	Report incidents, near misses and damage events immediately and participate in investigations where required.

Procedure

The following process shall be followed whenever an injury, illness, near miss, environmental event, plant or equipment damage, vehicle incident or other workplace event occurs.

Step 1 – Respond to the Incident

Immediate action shall be taken to protect people, the environment, property and company assets while preventing further harm.

Action	Requirement
Stop Work	Stop work immediately where continuing activities may create additional risk.
Make Area Safe	Isolate hazards and prevent further injury, damage or environmental impact where safe to do so. Immediately isolate any unsafe plant or heavy vehicle in accordance with the OP-PR-017 Unsafe Plant Isolation Procedure where continued operation could present a risk to persons, property or the environment.
Provide Assistance	Provide first aid or emergency response assistance where required.
Contact Emergency Services	Contact emergency services where required.
Notify Management	Notify the Supervisor and/or Operations Manager immediately. The Director shall be notified of all serious incidents as soon as practicable.

Step 2 – Report the Incident

All incidents shall be reported as soon as practicable following the event.

Action	Requirement
Immediate Notification	Immediately notify the Supervisor and/or Operations Manager of the incident or event.
Complete Incident Report	Complete the appropriate reporting form before the end of the shift where practicable.
Near Miss Reporting	Complete HS-FO-017 Near Miss Report Form for near misses or unplanned events where no injury, illness, environmental impact or asset damage occurred.
Plant, Equipment & Asset Damage Reporting	Complete HS-FO-019 Plant, Equipment & Asset Incident Report for plant damage, vehicle damage, equipment damage, fuel theft, tool theft, vandalism, break-ins, equipment failures, collisions or other asset damage incidents.
Environmental Reporting	Report environmental incidents immediately to the Supervisor or Operations Manager for assessment and investigation.
Heavy Vehicle Reporting	Plant and heavy vehicle incidents that may affect roadworthiness, safety or operational performance shall also be reported immediately to the Operations Manager for assessment, maintenance action and, where applicable, Heavy Vehicle Accreditation (HVA) compliance requirements.
Evidence Collection	Collect photographs, operator statements and supporting information as soon as practicable to support the investigation.

Step 3 – Preserve the Incident Scene

Incident scenes shall be preserved where required to support investigations and legislative compliance.

Action	Requirement
Secure Area	Restrict access where necessary to prevent further injury, damage or loss of evidence.
Preserve Evidence	Retain photographs, witness statements, CCTV footage (where available), inspection records and other relevant information.
Protect Plant & Equipment	Do not move plant, equipment or materials unless necessary to assist an injured person, eliminate an immediate risk or as directed by emergency services or an authorised person.
Notifiable Incidents	Preserve the incident scene in accordance with legislative requirements until released by the relevant authority unless disturbance is necessary to save life or make the area safe.

Step 4 – Conduct the Investigation

Incident investigations shall focus on identifying the immediate, underlying and root causes of the incident rather than assigning blame, with the objective of preventing recurrence, improving operational performance and supporting continual improvement across the Brendan McKenna Earthmoving Integrated Management System (IMS).

Action	Requirement
Gather Information	Collect photographs, witness statements, Daily Plant Inspection Checklists, maintenance records, defect reports, inspection records, training records and any other relevant information.
Review Maintenance History	Where plant or heavy vehicles are involved, review Daily Plant Inspection records, maintenance history, defect reports and service records to determine whether maintenance or inspection issues contributed to the incident.
Identify Causes	Determine the immediate, underlying and root causes of the incident.
Assess Risks	Review existing controls, assess residual risks and identify deficiencies in current work practices, procedures or systems.
Review Existing Controls	Determine whether existing procedures, SWMS, inspections, maintenance systems or training were adequate and identify improvements where required.
Determine Corrective Actions	Identify corrective and preventative actions required to prevent recurrence, allocate responsibilities and establish realistic completion timeframes.
Escalate Significant Incidents	Significant incidents shall be reviewed by the Operations Manager and escalated to the Director where required.

Step 5 – Implement Corrective Actions

Corrective actions shall be implemented promptly to eliminate or minimise the likelihood of the incident recurring.

Action	Requirement
Allocate Actions	Assign corrective actions to competent persons with the authority and resources to complete the required actions.
Establish Timeframes	Establish realistic completion dates based on the level of risk and complexity of the required action.
Monitor Progress	Monitor corrective actions through to completion and follow up any overdue actions.
Update Documents	Update risk assessments, SWMS, procedures, training, inspections, registers and maintenance records where necessary.
Update Registers	Update the Incident and Corrective Action Register and, where applicable, the Plant Maintenance Register, Lead Indicator Register and associated maintenance records.

Step 6 – Close Out the Investigation

Investigations shall remain open until all corrective actions have been completed, verified and recorded.

Action	Requirement
Verify Completion	Confirm corrective actions have been completed and, where applicable, plant or heavy vehicles have been assessed as safe before being returned to service.
Review Effectiveness	Verify implemented controls are effective and have adequately addressed the identified causes.
Record Closure	Record investigation findings, corrective actions, verification activities and investigation close-out details. The Operations Manager shall ensure all corrective actions have been completed and verified before the investigation is formally closed.
Maintain Records	Retain all investigation records in accordance with the IMS Document Control Procedure and applicable legislative requirements.

The Operations Manager shall ensure all corrective actions have been completed and verified before any investigation is closed.

For incidents reported using HS-FO-019 Plant, Equipment & Asset Incident Report, the Management Review and Close Out sections shall be completed by the Operations Manager and/or Director as part of the investigation close-out process.

Step 7 – Communicate Lessons Learned

Information gained from investigations shall be communicated throughout the organisation to improve safety, environmental performance, operational performance and continual improvement.

Action	Requirement
Toolbox Talks	Discuss relevant incidents, corrective actions and lessons learnt during toolbox talks where appropriate.
Safety Alerts	Issue safety alerts or operational notices where significant incidents or emerging trends have been identified.
Management Review	Review incident trends, recurring issues, corrective actions and investigation outcomes during Management Review meetings.
Continuous Improvement	Use incident data, investigation findings, maintenance trends, incident trends and organisational learning to improve work practices, procedures, training, risk assessments, inspections, operational controls and the Brendan McKenna Earthmoving Integrated Management System (IMS). Review trends during Management Review meetings to identify opportunities for continual improvement and prevent recurrence of similar incidents.

Legislative and Regulatory Reporting

Certain incidents may be notifiable under the Work Health and Safety Act 2011 (Qld), Work Health and Safety Regulation 2011 (Qld), environmental legislation or other applicable statutory requirements and shall be reported within the required legislative timeframes.

The Operations Manager and/or Director shall determine whether an incident is notifiable and ensure all legislative reporting obligations are met.

Incident scenes associated with notifiable incidents shall be preserved in accordance with legislative requirements until released by the relevant authority, unless disturbance is necessary to assist an injured person, remove an immediate risk or is authorised by the relevant authority.

Where incidents involve plant or heavy vehicles, any maintenance, roadworthiness or Heavy Vehicle Accreditation (HVA) implications shall be assessed and appropriate maintenance or compliance actions implemented before the vehicle or plant is returned to service.

Where required, records of legislative notifications shall be retained in accordance with the IMS Document Control Procedure.

Non-Conformance

Where incident reporting, investigations or corrective actions are not completed in accordance with this Procedure, the following actions shall be implemented:

- Notify the Supervisor, Operations Manager or Director.
- Complete all outstanding reporting and investigation requirements.
- Investigate the reason for the non-conformance.
- Implement appropriate corrective and preventative actions.
- Monitor the effectiveness of implemented actions.
- Record significant non-conformances within the Incident and Corrective Action Register where applicable.

Records

The following records shall be generated and retained as evidence of compliance with this Procedure.

Record	Responsibility
HS-FO-017 Near Miss Report Forms	Supervisor / Operations Manager
HS-FO-019 Plant, Equipment & Asset Incident Report	Supervisor / Operations Manager
Investigation Records	Supervisor / Operations Manager / Director
Corrective Action Records	Supervisor / Operations Manager / Director
Plant Maintenance Register Updates (where applicable)	Operations Manager
Toolbox Talk Records	Supervisor / Operations Manager
Incident and Corrective Action Register Entries	Operations Manager / Director
Management Review Records	Operations Manager / Director

Related Information

The following documents support the implementation of this Procedure.

- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Regulation 2011 (Qld)
- How to Manage Work Health and Safety Risks Code of Practice 2021
- Managing the Risks of Plant in the Workplace Code of Practice 2021
- Heavy Vehicle Accreditation (HVA) Maintenance Management System Documentation (where applicable).
- IMS-PR-001 Document Control Procedure
- HS-PR-001 Risk Assessment Procedure
- HS-PR-002 Daily Plant Inspection Procedure
- OP-PR-003 Workshop Procedure
- OP-PR-017 Unsafe Plant Isolation Procedure
- HS-FO-014 Daily Plant Inspection Checklist
- HS-FO-017 Near Miss Report Form
- HS-FO-019 Plant, Equipment & Asset Incident Report
- Plant Maintenance Register
- MCK Group IMS Registers Master
- Relevant Safe Work Method Statements (SWMS)
- Site Specific Safety Management Plans (SSMP)
- Environmental Management Plans (EMP)