



ACCIDENT INVESTIGATION



OBJECTIVE

To determine what went wrong in the workplace that resulted in an accident, or near miss, so that effective corrective action can be taken to prevent reoccurrence.

RESPONSIBILITIES

The Restaurant General Manager of the facility in which the incident, illness or near miss occurred shall assure a complete and thorough accident investigation is conducted. A copy of this report should be sent to Franchise Management for processing and follow-up.

The Restaurant General Manager, and others involved in the investigation, need to review the report to assure completeness and accuracy and maintain a copy in a central accident file. Company management should maintain a copy of any accident report.

The Supervisor of the department can assist the Restaurant General Manager in incident investigation as required.

Employees must immediately report all occupational incidents, illness and near misses to their immediate supervisor WITHIN 24 HOURS.

The Restaurant General Manager needs to assure the proper notification of authorities per Federal, State, and Local regulations.

PROCEDURES

- Provide for first aid to be administered.
- Go to the scene of the accident at once.
- Talk with injured person, if possible.
- Listen for clues in the conversations around you. Unsolicited comments often have merit.
- Encourage people to give their ideas for preventing a similar accident.
- Study possible causes - unsafe conditions, unsafe practices.
- Confer with interested persons about possible solutions.
- Write the accident report giving a complete, accurate account of the accident. Do not offer opinions.
- Follow-up to make sure conditions are corrected. If they cannot be corrected immediately, confer with management and set acceptable time limits.
- PUBLICIZE corrective action taken so that all may benefit from the experience.



ACCIDENT INVESTIGATION



COMPLETING THE INVESTIGATION REPORT

Once the investigation process is complete and the facts are known, preparing the report should not be difficult. Refer to the Accident Investigation Report

REPORT QUESTIONS

DESCRIPTION OF ACCIDENT:

Describe in complete detail what happened, including the activities surrounding the incident.

WITNESS STATEMENTS:

Talk to witnesses. Stress getting the facts, not placing blame or responsibility. Ask open-ended investigative questions such as where - when - why – how, in order to develop contributing factors and root causes.

CONTRIBUTING FACTORS:

These could be environmental factors such as time of day, weather, lighting, etc., or the time of the shift, i.e. right before break or quitting time. It may concern speed, equipment failure, defective tools, body positioning, removal of safety devices, failure to wear PPE, lack of adequate safeguards, housekeeping, etc.

ROOT CAUSE(S):

These are the end results of asking 'why?' until you can't ask 'why?' anymore, or until you uncover the particular management system that needs to be corrected in order to prevent a reoccurrence of the same type of accident. This is the most critical answer(s) in the investigation because it identifies the management system requiring change. The investigator needs to get beyond just the employee involved, and evaluate all of the management operational controls that could be responsible for the accident.

OTHER POTENTIAL HAZARD SOURCES IDENTIFIED:

These are other potential hazards that are found during the investigation that need to be corrected, whether or not they had any bearing on the incident.

PREVENTION STRATEGIES:

These are the corrective actions, identified from the contributing factors and root causes, that need to take place in order to prevent the incident's reoccurrence.

ACCOUNTABLE PERSON(S):

This identifies who is responsible for completing the respective prevention strategy.

TARGET DATE:

This important decision identifies when the recommended corrective action is to be completed.

COMPLETION DATE:

This is obviously the date the corrective action is completed.

FOLLOW UP REQUIREMENTS:

This identifies the person(s) responsible, and any actions to be taken, in order to ensure the completion of the preventive strategies.

SPECIAL NOTATION: DO NOT STATE THAT THE ACCIDENT WAS A RESULT OF EMPLOYEE CARELESSNESS! SPECIFICALLY DEFINE THE CONTRIBUTING FACTORS INVOLVED THAT MAY AT FIRST APPEAR TO BE CARELESSNESS, THEN ASK WHY UNTIL THE ROOT CAUSE(S) REVEAL THE RESPONSIBLE MANAGEMENT SYSTEM TO BE CORRECTED.



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The Restaurant General Manager should review the accident investigation report for completeness and accuracy, initial the report, and forward a copy to Franchise Management for further processing as necessary.

ACCIDENT REVIEW: SIX KEY QUESTIONS TO ACCIDENT INVESTIGATION

WHO

- Was injured
- Saw the accident
- Was working with him/her
- Had instructed, trained, assigned
- Else was involved
- Can help prevent reoccurrence

WHAT

- Was the accident
- Was the injury
- Was being done at the time of the accident
- Were they told to do
- Tools were being used
- Machine was involved
- Operation was being performed
- Instructions had been given
- Precautions were necessary
- Protective equipment should be used
- Protective equipment was used
- Did others do to contribute to the accident
- Problem or question was encountered
- Did employee or others do after the accident
- Did witnesses see
- Will be done to prevent reoccurrence
- Safety rules were violated
- Safety rules were lacking
- Safety rules / procedures are needed

WHEN

- Did accident occur
- Did employee begin task
- Was employee assigned to task
- Else was involved
- Can help prevent reoccurrence

WHY

- Was the employee injured
- Did the employee behave that way
- Did the other persons behave that way
- Wasn't protective equipment used
- Weren't specific instructions given to employee
- Was employee in that position / place
- Was employee using that machine or tools?
- Didn't employee check with supervisor
- Did employee continue working under circumstances
- Was employee allowed to continue
- Wasn't supervisor there at the time

HOW

- Was the employee injured
- Could the accident have been avoided
- Could co-workers avoid similar accidents
- Could supervisor have prevented it

WHERE

- Did the accident occur
- Was employee at the time of accident
- Was the supervisor at the time
- Were co-workers at the time
- Were other persons involved at the time
- Were witnesses when accident occurred
- Else does this condition exist

Remember: The goal of the injury review is to prevent reoccurrence!!!



ACCIDENT INVESTIGATION



COMPANY _____

LOCATION _____

INSURED EMPLOYEE _____

INVESTIGATOR _____

DATE OF ACCIDENT _____

TIME OF ACCIDENT _____

LOST TIME YES NO

PROPERTY DAMAGE YES NO

IN ATTENDANCE _____

DESCRIPTION OF ACCIDENT _____

WITNESS STATEMENTS _____

CONTRIBUTING FACTORS _____

ROOT CAUSES _____

OTHER POTENTIAL HAZARD SOURCES IDENTIFIED _____

PREVENTION STRATEGIES	ACCOUNTABLE PERSON(S)	TARGET DATE	COMPLETION DATE



ACCIDENT INVESTIGATION



FOLLOW UP REQUIREMENTS _____

COMPANY _____

INSURED EMPLOYEE _____

DATE OF ACCIDENT _____

LOCATION _____

INVESTIGATOR _____

TIME OF ACCIDENT _____

PICTURES & DIAGRAMS