



# CELCOM TIMUR (SABAH) SDN. BHD.

<b>SAFE WORK PROCEDURES</b>	
<b>Accident Reporting and Investigation</b>	
<b>DOCUMENT NO. : CTSSB-OSHMP/SWP-04</b>	

**COMPILED BY**

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<b>REVISION : 0</b>	.....	.....	.....
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<b>DATE:</b>	1 <sup>st</sup> JANUARY 2013	1 <sup>st</sup> JANUARY 2013	1 <sup>st</sup> JANUARY 2013

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## 1.0 GOVERNING POLICY

This procedure is made under the CTSSB's Occupational Safety and Health Policy.

## 2.0 PURPOSE

The purpose of this procedure is to ensure all incidents and accidents involving personnel, workplace environment and property are reported, investigated, recorded, and remedial actions taken to prevent recurrence.

## 3.0 SCOPE

This procedure shall apply to all CTSSB's employees and other interested parties at all CTSSB's premises and associated work areas.

## 4.0 REFERENCES

- i.* OSH Act 1994
- ii.* FMA 1967
- iii.* CTSSB's Occupational Safety & Health Policy Statement.
- iv.* OHSAS 18001:2007
- v.* OSHA Regulation: Notification of Accident, Dangerous Occurrence, Occupational Poisoning and Occupational Diseases – In accordance to the Malaysian Occupational Safety and Health Act 1994. (Regulation 2004) NADOPOD
- vi.* CTSSB's OSH Management Plan : Part Four : Responsibility, Authority & Accountability
- vii.* CTSSB's Safe Work Procedure : Emergency Response and Preparedness : **CTSSB-OSHMP/SWP -03**

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## 5.0 RESPONSIBILITY, AUTHORITY AND ACCOUNTABILITY

### i. Human Resources and Administration (HRA) Manager

- Responsible for the overall implementation of this procedure including its periodic review.

### ii. Other Head of Department (HOD) / Officer In-Charge (OIC)

- Responsible for ensuring that all incidents, accidents and near misses are immediately reported to the Manager of Human Resources and Administration and OSH Coordinator.
- Participate in incident and accident investigation.
- Responsible for ensuring that the corrective and preventive actions are closed out and their effectiveness continuously monitored.

### iii. Victim and/or witness

- Responsible to report the incidents, accidents and near misses to HOD/OIC.

### iv. SHMC and OSH Coordinator

- Gather all relevant information pertaining to incidents and accidents, identify and nominate investigators, immediately record statements and conduct investigations.
- Responsible for ensuring the reports are closed out complete with all relevant documents in file.

### v. Employees (Including contractor)

- All employees are responsible to know the proper procedures presented in this procedures and to follow them accordingly. All employees also have the responsibilities to attend training sessions organized for them.

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## 6.0 TERMS AND DEFINITIONS

### i. Accident

- An occurrence arising out of or in the course of work which result in fatal injury or non-fatal injury and property damage

### ii. Occupational Incident

- Any unplanned event which has potential of safety and health consequences

### iii. Immediate Cause

- The action, omission or condition that resulted in the accident

### iv. Root Cause

- The underlying cause or causes that lead to the accident or incident occurring

### v. Near miss

- An incident which did not result in injury or illness and/or damage (loss) to assets, and/or third party(ies)'

### vi. Medical Treatment

- Treatment of injuries administrated by registered medical practitioner. Medical treatment does not include first aid treatment.

### vii. First Aid Treatment

- Any one time treatment and subsequent observation of minor scratches, cuts, burn, splinters and so forth, which do not ordinarily require medical care. Example of first aid cases are tetanus immunization, cleaning, flushing, soaking surface wounds, wound covering, hot or cold therapy, non-rigid support, eye patches, drilling fingernail or toenail, draining fluid from blister, massages, non prescription medication at non prescription strength and preventive administration of oxygen in the absence of symptom.

### viii. Lost Time Injury

- One full shift away from work due to work related injury or ill health

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## 7.0 DETAILS PROCEDURE

### I. Incident / Accident Response

- All incident, accident, dangerous occurrence and near misses shall be immediately notified to the CEO and/or Chief Technical Officer (CTO), HRA Manager, HOD/OIC and OSH Coordinator.
- The treatment of any injured party shall be the first priority for all concerned.
- Statements shall be clearly recorded and reconfirmed for verification.
- Where required, the relevant authorities shall be duly notified.

### ii. Incident and accident investigation

- The primary aim of the incident and accident investigation is to establish how and why the incident occurred and to use the information to prevent recurrence and not to find faults.
- All incident and accident investigations are duly recorded to ensure that an Incident / Accident Analysis Tracking Record are developed and the data used for analysis and identification of trends for continual improvement.
- Investigators shall be trained and comprise of, as a minimum, the respective Department Head or project in-charge, a member of the safety committee and OSH Coordinator. The CEO and/or Chief Technical Officer (CTO) or his delegated manager/s shall be involved in the investigation of LTI and fatality cases.

### III. Corrective and Preventive Action

- Corrective and preventive actions shall be implemented as soon as practicably possible to prevent further injury or damage.
- Corrective and preventive actions shall be reviewed to ensure they meet all outcomes and goals are achieved.
- Corrective and preventive actions for every incident or accident shall be listed on the **Action Tracking List form: CTSSB-OSHMP(F)-03**.
- Respective OIC involved in the incident, HRA Manager, HOD and Safety and Health Management committee shall conduct regular follow ups on all corrective and preventive actions to ensure continuous and effective implementation to prevent recurrence.

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#### iv. Communication and Reporting

- Notification of all incidents and accidents shall be immediate and preliminary report shall be issued within 24hours. Should they occur on a weekend / public holiday, the notification shall be done on the following day. Please refer to **Accident Notification form : CTSSB-OSHMP(F)-06**
- Notification of project related incidents to the client/s shall be the responsibility of the Chief Technical Officer (CTO).
- The final report shall be completed and submitted for signature within 14 working days from submission of the preliminary report. The duration of submission of the final report will depend on the seriousness and complexity of the investigations carried out. Please refer to **Accident Statement Report form: CTSSB-OSHMP(F)-07** and **Accident Investigation Report form : CTSSB-OSHMP(F)-08.**
- The investigation team shall ensure the investigation form is correctly filled out and the root cause clearly identified.
- Upon completion of the preliminary report, the **Action Tracking List form: CTSSB-OSHMP(F)-03** shall be immediately up dated.
- The details of all incidents and accidents shall be kept in a filing system and/or computer server, allowing for easy retrieval of information by relevant parties for analysis of the information to identify emerging trends, reporting to the relevant authorities and other purposes.
- Incidents that are reportable to the relevant authorities shall be duly reported accordingly.

#### v. Safety Alert /Sharing of Lessons Learnt

- Sharing of lessons learnt in the form of Safety Alerts with causal factor/s, corrective and preventive action/s taken shall be disseminated to the workforce through the presentations in Grand Toolbox, Safety Committee and Contractors' Meetings and pre-start briefings. Safety Alerts shall also be posted in bulletin boards.

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## 8.0 RECORD OF AMENDMENT

Version No	Approval Date	Approved by	Amendment

## 9.0 APPENDICES

### i. Standard Form

- Action Tracking List form: **CTSSB-OSHMP(F)-03**
- Accident Notification form : **CTSSB-OSHMP(F)-06**
- Accident Statement Report form: **CTSSB-OSHMP(F)-07**
- Accident Investigation Report form : **CTSSB-OSHMP(F)-08**