

INCIDENT REPORTING, ANALYSIS AND CORRECTIVE ACTION PROCEDURE



OVERVIEW

This procedure defines the responsibilities, actions, and processes for the timely reporting, recording, and investigation of all work-related incidents. It ensures incidents are analysed to determine causes and appropriate controls are implemented to prevent recurrence. The process supports legislative requirements for incident notification, Workers' Compensation and recordkeeping retained in accordance with [Document & Records Management Procedure \(70\)](#).

RESPONSIBILITIES

Managing Director	Provides overall governance and approves escalation to crisis management where required.
General Manager	Ensures implementation of this procedure. Oversees management and escalation of serious incidents. Ensures statutory and external notifications are actioned where required.
HSEQ Team	Provides technical guidance on classification, reporting, and legislative obligations. Manages notifiable incident reporting to regulators. Leads/supports investigations for significant incidents (including ICAM where required). Monitors corrective actions and ensures close-out and system improvement.
Site Manager / Senior Office Representative	Ensures all incidents are reported, escalated, and recorded correctly. Leads initial response, including emergency actions and scene control. Completes or supports initial investigation and immediate corrective actions.
Project Managers	Oversees incident response on projects. Ensures client notifications and project-level corrective actions are completed.
All workers	Report all incidents immediately. Cooperate with investigations and follow site instructions and controls.
Group Corporate Services Manager	Manages data breach and corporate incident notifications. Ensures required external notifications and records management for non-HSE incidents. Assist with return-to-work requirements where applicable.

1. INCIDENT

Procedure:

An incident is any unplanned event that results in, or could result in, injury, illness, environmental impact, property damage or business interruption, including:

- Near Miss;
- Hazard;
- First Aid treatment injury;
- Medical treatment injury (MTI);
- Lost time injury (LTI);
- Fatality;
- An instance causing damage or potential damage to the environment;
- Property damage;
- Disease or illness; and
- Data breach.

Significant incidents include:

- Fatality;
- Dangerous Incident
- Lost Time Injury (where significant injury is sustained);
- Disease
- Environmental Incident;
- Property Damage (where significant damage to property is sustained);
- Near Miss (where the potential for significant injury or death is probable); and
- Data breach

2. INCIDENT REPORTING

Procedure:

Disease incidents must be immediately reported to the General Manager & Group Corporate Services Manager by phone and recorded in Hammertech as soon as practicable. The Group Corporate Services Manager is responsible for reporting escalation to the Managing Director and external parties where required.

Data breaches must be immediately reported by phone to the Group Corporate Services Manager and recorded in Hammertech as soon as practicable. The Group Corporate Services Manager is responsible for notification to the Managing Director, affected clients and regulators where required.

Uncontrolled when printed

ID: Procedure
90.01.14

Version: 2.0

Last Review date: 22/04/2026

Owner: HSEQ

Page 1 of 6

Please consider the environment
before printing this email.

INCIDENT REPORTING, ANALYSIS AND CORRECTIVE ACTION PROCEDURE



All other incidents must be immediately reported to the Site Manager or Senior Office Representative.

The Site Manager or Senior Office Representative must immediately notify the General Manager and HSE Team of the following:

- Medical treatment injury (MTI);
- Lost time injury (LTI);
- Dangerous Incident;
- Fatality;
- An instance causing damage or potential damage to the environment;
- Property Damage; and
- Serious illness (life threatening or posing risk to others)

All workers must immediately report any incident they are involved in or witness. All incidents must be recorded in Hammertech as soon as practicable, and no later than the end of shift.

Incidents that require reporting to the relevant authorities are to be done by the HSE Team or their delegate.

Property Damage

All property damage incidents must be recorded in Hammertech. The General Manager & Group Corporate Services Manager shall be notified within 24 hours of incident occurring.

3. ACTION WHEN INCIDENT OCCURS

Procedure:

When an incident occurs at the workplace all personnel are required to ensure that every reasonable and practicable effort is made to immediately rescue or render first aid to persons involved.

The Site Manager / Senior Office Representative is required to notify the General Manager or Senior Management Representative immediately in the case of a serious injury or serious incident.

The Site Manager or Senior Office Representative is required to ensure that the place of incident involving a death, serious injury, or electrical incident is not disturbed in any way other than to save life or prevent injury. The place of incident can only be disturbed by permission of the regulatory authority, or in the case of an electrical incident, the appropriate Energy Authority.

The Site Manager or Senior Office Representative is to ensure that employees involved in the incident complete the relevant section of the Accident/ Incident Report Form via Hammertech immediately. If difficult due to an employee being injured, Site Manager or Senior Office Representative are required to provide assistance to or arrange for the completion of a form on behalf of the injured employee.

EAP support may be offered to workers involved in or affected by serious incidents.

The Site Manager or Senior Office Representative must ensure that drug and alcohol testing of persons involved in the incident is arranged as soon as practicable using the Company's nominated service provider for the following types of incident:

- Any incident involving a fatality.
- Incidents involving serious injury or significant property damage (e.g. plant/vehicle).
- Where there is reasonable cause.

Medical Treatment Injury

Workers requiring medical treatment must receive appropriate care, with Supervisor support provided as required.

The [Medical Letter of Introduction \(Form 906\)](#) shall be completed by the relevant Subcontractor Supervisor/Manager prior to their employee leaving site for medical attention. The Subcontractor Supervisor and or delegated person must also accompany the employee to the nearest medical facility and provide the [Medical Letter of Introduction \(Form 906\)](#) to the medical treating professional prior to commencement of assessment. The injured worker is entitled to attend a medical practitioner of their own choice, should they prefer this over the practitioner selected by the company. The employer representative may accompany the employee to the medical appointment and can liaise with the practitioner before or after the consultation, but is prohibited from being present whilst a worker is being physically or clinically examined. The injured person must supply the Site Manager or Senior Office representative with a certificate of medical clearance prior to recommencing works.

Injury to Perkins Employee

Any injury sustained by a Perkins employee shall be notified to the Group Corporate Services Manager & HSE Team for injury management purposes. Refer to [Injury Management and Workers Compensation Procedure \(90.01.05\)](#).

4. INCIDENT INVESTIGATION

Uncontrolled when printed				
ID: Procedure 90.01.14	Version: 2.0	Last Review date: 22/04/2026	Owner: HSEQ	Page 2 of 6

INCIDENT REPORTING, ANALYSIS AND CORRECTIVE ACTION PROCEDURE



Procedure:

Senior Management shall ensure incidents are investigated proportionate to their risk and potential impact and persons conducting investigations must be competent, with training appropriate to the level of investigation required.

The Site Manager or Senior Office Representative is responsible for investigating incidents within their area of control. All investigation findings must be recorded in Hammertech.

Workers shall be involved in the investigation of the incident or non-conformance where appropriate.

Investigations must:

- Establish the facts.
- Identify contributing factors (causes).
- Determine and implement corrective actions.

ICAM Investigations may be conducted for significant or high-risk incidents, as determined by Senior Management or the HSE Team. HSE personnel conducting ICAM investigations must be appropriately trained.

ICAM investigations must be conducted using the approved methodology and documented using the relevant forms, [ICAM Toolkit \(Form 946\)](#) and outcomes recorded on the [ICAM Investigation Report \(Form 947\)](#).

All records must be retained in accordance with the [Document & Records Management Procedure \(70\)](#).

5. INVESTIGATION CONDUCT

Procedure:

The Site Manager or Senior Office Representative must gather evidence and establish facts, including:

- Review of incident details recorded in Hammertech.
- Interview with involved persons and witnesses (statements where required) ([Interview Statement Form 994](#)).
- Understanding the task being undertaken and instructions provided
- Inspection and documentation of the incident scene (e.g. photos)
- Examine any plant, equipment, safety equipment, and personal protective equipment.
- Review of applicable procedures, controls and systems of work

Contributing factors must be identified based on evidence and analysis these may include, but are not limited to:

- **Work environment** (e.g. noise, lighting, weather, site conditions)
- **Plant and Equipment** (e.g. suitability, condition, maintenance)
- **Systems of work** (e.g. procedures, SWMS, controls, PPE)
- **Supervision and management** (e.g. communication, planning, oversight)
- **Human factors** (e.g. competency, behaviour, fatigue, impairment)

The HSE Team in consultation with the Site Manager is required to determine and implement preventative actions to prevent recurrence of a similar incident. This is to be done in the following manner:

- Documenting contributing factors in Hammertech.
- Apply the Hierarchy of Controls to determine appropriate actions.
- Implement immediate and long-term corrective actions.
- Record and track actions in Hammertech.
- Initiate system improvements where required via the Improvement Register.

6. INCIDENT REVIEW & MONITORING

Procedure:

The HSE Team must review incident reports and associated corrective action/s to ensure actions are appropriate, effective, and closed out in a timely manner.

Site Managers and Senior Management Representatives are responsible for monitoring implemented corrective actions to ensure ongoing effectiveness.

Corrective actions must be recorded in Hammertech by the HSE Team and include:

- Action owner (responsible person)

Uncontrolled when printed

ID: Procedure
90.01.14

Version: 2.0

Last Review date: 22/04/2026

Owner: HSEQ

Page 3 of 6

Please consider the environment
before printing this email.

INCIDENT REPORTING, ANALYSIS AND CORRECTIVE ACTION PROCEDURE



- Person responsible for monitoring close out (HSE Team)
- category of corrective action (Safety, Environmental, Quality etc.);
- priority of action to be taken (High, Normal, Low etc.);
- due date for completion; and
- description of issue and required corrective action.

Corrective Actions relating to Information Technology shall be assigned and forwarded to the Group Corporate Services Manager for monitoring and close out.

The HSE Team must regularly monitor Hammertech to ensure corrective actions are closed within required timeframes.

Upon completion, the HSE Team must verify close out, record the completion date, and update status to closed.

7. TRAINING

Procedure:

Incident Reporting, Injury Management and Spill Response Training shall be provided to relevant personnel in accordance with [Mandatory Training Requirement Form 811](#), including General Manager, HSE Team, Site Managers, Project Managers and Contract Administrators.

Training must be delivered during company induction for relevant personnel and facilitated by the HSE Department. HSE Teams shall complete formal ICAM Investigation training within 12 months of commencement with Perkins at the discretion of the General Manager / Operations Manager.

8. IMPROVEMENT OPPORTUNITIES

Procedure:

Improvement opportunities must be submitted via the Improvement Request process and reviewed by the Group Corporate Services Manager in consultation with relevant departmental managers where required. Approved improvements must be recorded in the Improvement Register and tracked to completion. All requests must be formally assessed and the outcome communicated to the initiator.

9. CORRECTIVE ACTIONS

Procedure:

Corrective Actions shall be entered into the Corrective Action Register in Hammertech by the HSE Team. Corrective actions must be recorded with sufficient detail to enable tracking, allocation, and close-out in accordance with system requirements.

Corrective actions must be prioritised based on risk level, with timeframes set according to potential harm. Immediate (where there is high or imminent risk of harm) while other corrective actions must be assigned realistic completion timeframes based on risk and operational requirements.

The HSE Team shall monitor the close out of corrective actions to ensure adequate measures are taken to closeout within required/identified timeframes.

The effectiveness of corrective actions must be reviewed to confirm they adequately control the risk and support continual improvement.

10. LESSONS LEARNT

Procedure:

Lessons learnt pertaining to data breaches shall be communicated to all Perkins employees by the Group Corporate Services Manager.

Lessons learnt pertaining to quality shall be communicated to all Perkins employees by the General Manager or the Group Corporate Services Manager.

Lessons learnt pertaining to HSE shall be documented in a Safety Alert by the HSE Department and communicated to all Perkins employees (including project teams) via email.

All Site Managers/Project Managers shall conduct a toolbox meeting to discuss the incident and the lessons learnt using Toolbox Meeting Minutes via Hammertech and the attendance register shall be completed and filed on site. Safety Alerts shall be displayed on site and office notice boards. The Bulletin function of Hammertech may be used at the discretion of the HSE Team to notify workers of incident or safety alerts and notifications where appropriate.

INCIDENT REPORTING, ANALYSIS AND CORRECTIVE ACTION PROCEDURE



11. COMMUNICATION

Procedure:

Incident report summaries shall be communicated to the Management Team on a monthly occurrence, and the incident overview and incident statistical data will be communicated to all project team monthly. Toolboxes shall be held at the discretion of the General Manager or HSE Team to inform of and discuss incidents with all personnel.

LINK TO SUPPORTING DOCUMENTS

- | | |
|--|--|
| <ul style="list-style-type: none"> Medical Letter of Introduction (Form 906) Injury Management and Workers Compensation Procedure (90.01.05). Hazard Management Principles Procedure (Procedure 90.01.01) ICAM Toolkit (Form 946) ICAM Investigation Report (Form 947). | <ul style="list-style-type: none"> Procedure 20 – Job Control Mandatory Training Requirement Form 811 Interview Statement Form 994 Document & Records Management Procedure (70). |
|--|--|

REFERENCES

- Work Health and Safety Act 2020
- Work Health and Safety Regulations 2022
- Workers Compensation and Injury Management Act 2023
- Gas Standards (Gas Fitting and Consumer Gas Installations) Regulations

INCIDENT INVESTIGATION AND REPORTING REQUIREMENTS SUMMARY:

Incident Type	Type of Incident	Recorded How	Notification to	External Reporting
Minor First Aid (Band Aid only)		First Aid Register Form 936	Site Manager	
Major First Aid	Where the injury obtained from an incident is sufficiently treated with first aid only.	Incident Report Form 912 / Hammertech.	Site Manager, Project Manager, General Manager and HSE Team	
Medical Treatment	Where the injury obtained from an incident requires treatment from a medical professional such as a nurse or doctor, however does not incur lost time exceeding the rest of the shift.	Incident Report Form 912 / Hammertech.	Site Manager, Project Manager, General Manager and HSE Team	- Worksafe if reportable under WHS Regs (General) 2022 - OFSC if Scheme Project
Lost Time	Where the injury obtained from an incident requires the injured party to be absent from work for 1 or more full shifts.	Incident Report Form 912 / Hammertech. At the discretion of the General Manager or HSE Team the incident may be elevated for further internal investigation and review Form 947 used to document the investigation.	Site Manager, Project Manager, General Manager, HSE Team	- Worksafe if reportable under WHS Regs (General) 2022 - OFSC for all incidents.
Fatality	Incident resulting in the loss of life of a person.	Incident Report Form 912 / Hammertech, Form 947	Managing Director, General Manager, Project Manager, Site Manager, HSE Team	- Worksafe - OFSC for all incidents.
Near Miss	Where an incident does not result in any injury or property damage but had the potential to cause injury/damage.	Incident Report Form 912 / Hammertech. At the discretion of the General Manager or HSE Team the incident may be elevated for further internal investigation and review Form 947.	Site Manager, Project Manager, General Manager and HSE Team	- Worksafe if classified as a dangerous occurrence under WHS Regs (General) 2022. - OFSC for Scheme Projects if classified as a dangerous occurrence under WHS Regs (General) 2022
Property Damage	Any incident that results in damage to property and does not include personal injury.	Incident Report Form 912 / Hammertech. At the discretion of the General Manager or HSE Team the incident may be elevated for further internal investigation and review Form 947	Site Manager, Project Manager, General Manager, HSE Team, Group Corporate Services Manager	Police if deemed appropriate by Group Corporate Services Manager or Site Manager
Environmental	Where an incident caused or had the potential to cause an environmental impact e.g. fuel spill.	Incident Report Form 912 / Hammertech. At the discretion of the General Manager or the HSE Team the incident may be elevated for further internal investigation and review Form 947.	Site Manager, Project Manager, General Manager and HSE Team	Reported in accordance with local government authority requirements
Other	Any incident which does not fit into any of the above classifications e.g. bomb threat etc.		Site Manager, Project Manager, General Manager and HSE Team	

Uncontrolled when printed

ID: Procedure
90.01.14

Version: 2.0

Last Review date: 22/04/2026

Owner: HSEQ

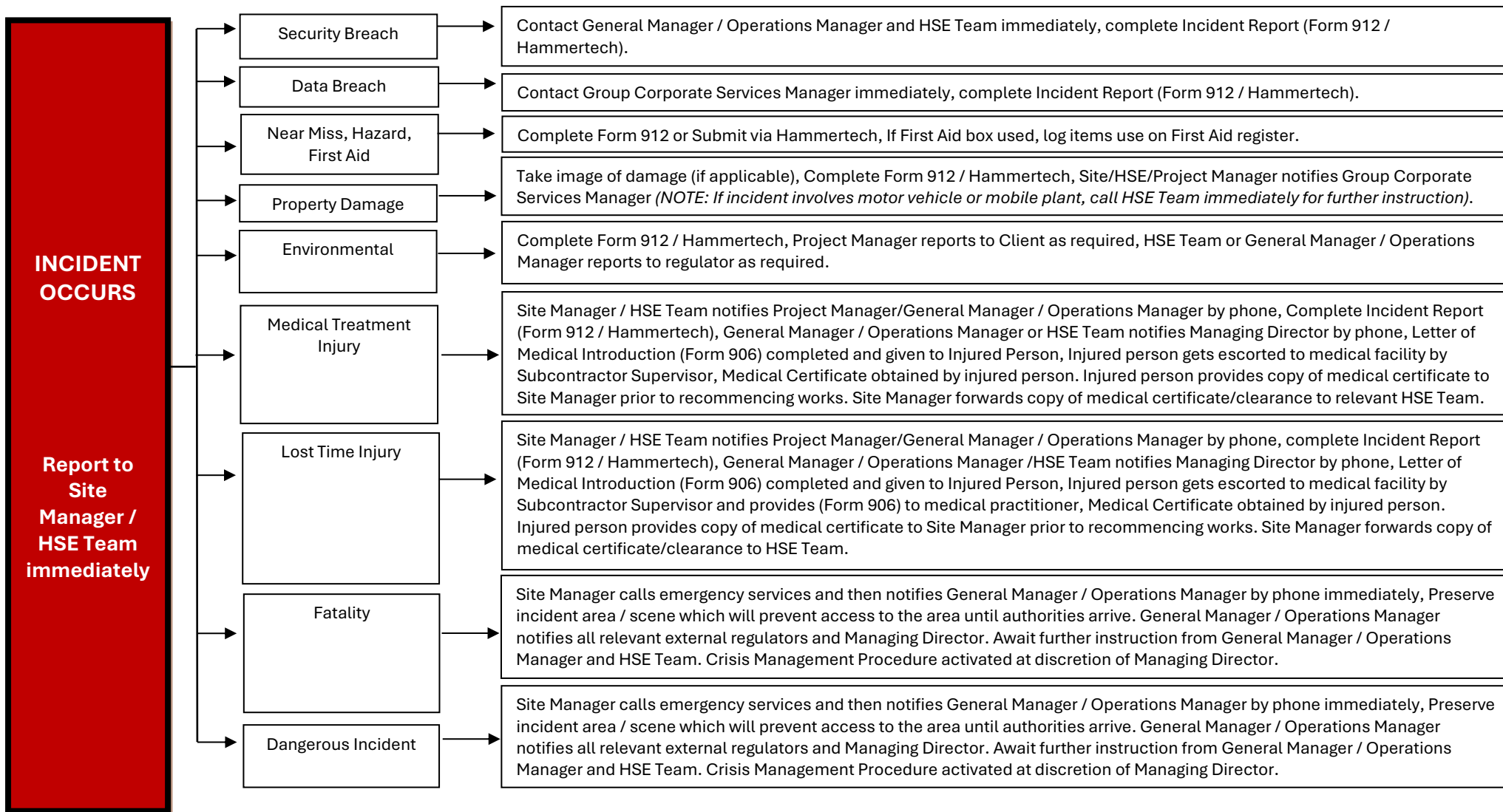
Page 5 of 6



INCIDENT REPORTING, ANALYSIS AND CORRECTIVE ACTION PROCEDURE



INCIDENT REPORTING FLOWCHART:



Uncontrolled when printed

ID: Procedure
90.01.14

Version: 2.0

Last Review date: 22/04/2026

Owner: HSEQ

Page 6 of 6

