

LMH (UK) Ltd Adverse Incident Reporting Procedure



P Zero Near Miss Reporting

A "Near Miss" is an incident where personal injury was avoided through luck, or good fortune, on another day such an incident would have resulted in injury or worse, where ever a Near Miss occurs it should be reported and suitable corrective action should be undertaken.

The P0 Near Miss reports are located on the LMH UK QHSE Sharepoint and MS Teams, these should be completed for any **Unsafe Act, Unsafe Condition, Unsafe Equipment, Unsafe use of Equipment or High Impact Near Miss.**

Once a P0 report has been created via the smartphone App, it is important that the relevant Manager ensures the Analysis and Follow up section are completed and that the report has been actioned. Alerts can be setup within the accident reporting system. The regional QHSE Manager must proactively monitor correct corrective actions and close out.

All High Impact Near Miss reports must be investigated by the Line Manager, with the assistance of the local QHSE Manager where required, to ensure any required corrective actions are put in place and all actions are logged on the follow up section of the report. This process requires the Linde Adverse Event Report and Investigation System to be fully completed and uploaded to the system.

P1 P2 Equipment Reporting

Any reported accidents or thermal events involving forklift truck equipment must be recorded on a P1 P2 system by the local Manager or a competent, nominated designate. The P1 P2 system is held on the LMH UK QHSE Sharepoint, and MS Teams, and must be posted as soon as is practicable following the initial report.

This examination process must be completed by a competent engineer in the presence of the Customer's Responsible Person and the Report acknowledged and names added.

The Equipment must remain out of service until the P1 P2 report has been completed.

Before our Insurers details are released to any 3rd party, a report of the accident / incident / damage to property **MUST** be recorded on either a P1 P2 or P3 system - IT IS A MANDATORY REQUIREMENT for ALL MANAGERS to ensure this is carried out.

Our Insurance has a significant excess value, dependent on the type of claim, in view of this excess – there will be times where we would meet costs out side our insurance cover, this would be agreed at director level.

P3 Accident, Dangerous Occurrence and Vehicle Incident Reporting

The whole Management Team of Linde have a legal duty of care owed to all employees, which must be discharged in a proper manner, each personal injury or ill health case **MUST** be responded to without delay.

Any incident involving a Linde Employee, Contractor or Visitor **MUST** be reported to an appropriate Manager at the time of the incident where possible. It is vitally important that the incidents are reported quickly to enable a full and thorough investigation. The initial report must be in person or by phone call and then reported to Depot Director and QHSE Manager.

There are now potentially 6 separate systems which may need to be filled in following the report of any injury or incident, details follow. A BI510 Accident Book Report, RIDDOR (F2508) Report (to

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HSE), P3 Linde Report, Linde Adverse Event Report and Investigation System, KION SIR, Allianz rehabilitation process system.

All entries must be made in the BI510 Accident Book. Books are distributed throughout the company with Managers & First Aiders. No other format is acceptable. Reports are to be posted as soon as is practicable following the initial report. The new book has detachable sheets, with a reference stub - entry column on the top of each page. No entries / personal details are to be left visible in the book apart from the stub entry details at the top of each page. (Data protection act requirement). Along with the locally completed accident system it is also vital the accident is reported in the customers accident book where the incident has occurred on a customer site.

All entries on any form must be in clear handwriting and easily read, printing is preferable & must contain as much detail as is available, and the contacted person will most often make the entry, although the book has to be freely available for an entry to be made by an injured person if so requested. The injured person is entitled to a confidential copy of the entry, if requested.

Upon completion of the Accident Book, the form must be removed and a copy loaded to the P3 report system and then the hard copy sent to HR for filing within the injured parties personnel file.

There are a number of triggers that require the Linde Adverse Event Report and Investigation System to be completed. This document has been designed to help the investigator gather all the required information. Once completed this must be uploaded and attached to the Sharepoint report. These triggers are:

- All Lost Time Incidents
- All incidents involving Apprentices
- All High Impact Near Miss Reports
- All Dangerous Occurrence as set out in RIDDOR 2013
- All incidents where the employee has served less than 12 months service

All personal injury & all lost time incidents (LTI'S) MUST be reported & recorded by the local Manager in the legal Accident Book BI510 and on a LMH P3 system & MUST include as much information as possible to aid the investigation such as:

- CCTV
- Customer Accident Report
- Witness Statements
- Photos of Incident
- Location Details
- Job Sheet
- Training Records including E-Learning
- Statements from employee, witnesses, First Aider
- LSG Work Instructions
- STOP Risk Assessment

It is important that enough information is gathered to allow for Root cause analysis of the incident for example **5 WHY's** to understand the true root cause and not just the contributing factors.

Any lost Time Injuries (LTI'S's) reported on a P3 system may also require the Allianz rehabilitation process to be initiated, it is a component of the P3 system, the trigger period = any LTI'S thought to likely exceed 7 days of incapacity, early reporting and proactive engagement with the rehabilitation service is essential.

All lost time injuries also require the LMH One page report to be completed and sent to Regional Depot Director, Regional QHSE Manager and LMH Director – National QHSE

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Any employee suffering from an injury which results in a lost time incident report (over 8 hours) MUST be contacted by a member of the local Management Team within 24 hours of that Incident Report being received by the local company. Regular contact with absent employees must be maintained during any period of absence.

Upon completion of a LMH P3 report and system generated alert is sent to the Regional Depot Director for review.

All lost time injuries also require the LMH One page report to be completed and sent to Senior Leadership Team, Depot Directors, Local QHSE Managers and the LMH Director – National QHSE. **KION SIR** system will be required for RIDDOR reportable adverse incidents, in this case the SIR must be sent initially to the Regional QHSE Manager who will review with the local Senior Leadership Team.

Incidents Involving Catastrophic Loss Including Fatality

In the early stages of a major incident it may be very difficult to establish the root or even immediate cause, hence, at this stage it will be prudent to assemble an initial investigation team comprising of:

- Senior Director After Sales
- Depot Director
- QHSE Manager
- Experienced Line Manager

At the initial stage the Senior Director will inform the UK Head Office Leadership Team.

The LMH Director – National QHSE will make initial contact with the group insurers and the respective Head of KION HSE.

Dependant on the findings the Regional Director & Senior Director After Sales will then assemble the appropriate team for action and assign individual responsibilities.

All incidents involving catastrophic loss including any fatality will be overseen by Vice President Business Operations & Systems - ITS EMEA

For full list of responsibilities see table below.

Explanations

BI 510 refers to the legally required paper accident notification book.

A "Lost Time Incident" refers to any time lost over 8 hours, usually the next working day, as a result of a work time accident / injury or case of industrial disease.

The injured person is entitled to a confidential copy of the entry BI510 report, if requested.

The written entry on the system must contain as much detail as is available / or possible to enter in each section, the RIDDOR Form is linked to the P3 system electronically.

Upon completion of the Accident Book, the form must be removed, copied and the copy kept in a secure file (clearly marked) by the contact person. The original form must be loaded to the P3 System and Hard copy sent to HR to be filed.

A damage incident usually refers to property damage - these must also be reported.

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RIDDOR refers to Government Reporting of Injuries Diseases and Dangerous Occurrence Regulations.

P1 P2 system refers to a damage incident possibly involving personal injury (usually the operator) of a fork truck / other equipment.

P2 system refers to a LMH post incident condition / operational test report on a Fork truck / other equipment undertaken by an authorised competent person.

P3 system refers to a LMH employee incident / injury report including a report of near miss.

KION SIR Serious Incident Report – Reports directly to the KION Executive Board of Directors subject to Senior UK Leadership Team review

Allianz rehabilitation intervention – provides medical help & support as appropriate following a LTI'S report of injury in order to minimise the effect of any injury received in the course of employment.

TFE - Technical Failure Escalation. It is a process to help identify serious and serial product failures for escalation, via Basingstoke Technical Support, to the German Central Service organisation. This is for designated Regional users only. (Do not tick this box otherwise) Should always be supported by a completed TFE Report System and other relevant documentation.

Images & References

BI510



RIDDOR



LMH LTI'S Report

Linde Sterling Ltd Safety Performance Lost Time Injury Close Out Details June 2018

Incident	Location	Date	Description	Severity	Status
			Lost Time Injury Close Out		Open

4 HSE Statistics Report Report Date 01/06/2018 17:18:27

KION SIR (Click on image for link)

Serious Incident Report (SIR) - SAMPLE Hydraulic Oil Injection Injury

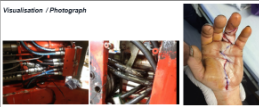
Location, Date & Time

- United Kingdom, Linde Material Handling Ltd, May 2014

Problem owner

- Service Manager, Managing Director

Visualization / Photograph



Description of Serious Accident

A service engineer was seriously injured whilst repairing a hydraulic fault on a Fork Lift Truck. High pressure hydraulic oil from a damaged hose, penetrated the engineers left hand causing 1st degree lacerations and severe pain. The service engineer is currently recovering in hospital and will be unable to return to work for approximately two months.

Initial Outcome of Accident

- Severe injury to left hand.
- Loss of the service engineer for a substantial period.
- Fork lift truck not repaired and delays in returning the vehicle to the customer.
- Investigation by police and local authorities.

Immediate Action

- Isolate work area and ensure area and vehicle is safe.
- Notify emergency services so engineer can be taken to hospital.
- Provide details of the circumstances of the emergency services.
- Isolate & protect accident area so accident investigation can take place.
- Carry out accident investigation.
- Notify local senior management team and KION HSE Management.

Root Cause Analysis

- The engineer ignored safe working procedures when working with high pressure hydraulic systems as described in the company maintenance manual.
- No PPE (personal protective equipment) was being worn by the engineer.
- Insufficient HSE training.

Final Root Cause

- Whilst an experienced engineer who understood the dangers, the engineer felt it was acceptable to take 'short cuts'.
- The service manager felt 'short cuts' are an acceptable practice amongst his engineers.
- The company has a poor safety culture which permits unsafe practices.

Corrective Actions to ensure the accident is not repeated

- Management team must receive training to understand the benefits, costs and consequences of not having an HSE culture within their business.
- Managers must reinforce and maintain a safety culture within the business at all times.
- Engineers must follow procedures as described in the company maintenance manual.
- Engineers must wear PPE at all times.
- Thorough regular HSE training for all engineers.
- Review current operating procedures and ensure safe practice.
- Review current documentation to ensure best practice.

Sharepoint HSE site:



Click to HSE
Share Point

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RIDDOR REPORTABLE INCIDENT GUIDANCE see http://www.hse.gov.uk/riddor/			
SPECIFIED INJURIES TO WORKERS		OCCUPATIONAL DISEASES	
1	Fractures, other than to fingers, thumbs and toes	1	Carpal Tunnel Syndrome: where the person's work involves regular use of percussive or vibrating tools
2	Amputation of an arm, hand, finger, thumb, leg, foot or toe	2	Cramp of the hand or forearm: where the person's work involves prolonged periods of repetitive movement of the fingers, hand or arm
3	Any injury likely to lead to permanent loss of sight or reduction in sight in one or both eyes	3	Occupational dermatitis: where the person's work involves significant or regular exposure to a known skin sensitiser or irritant
4	Any crush injury to the head or torso, causing damage to the brain or internal organs	4	Hand Arm Vibration Syndrome: where the person's work involves regular use of percussive or vibrating tools, or holding materials subject to percussive processes, or processes causing vibration
5	Any burn injury (including scalding) which: <ul style="list-style-type: none"> covers more than 10% of the whole body's total surface area or causes significant damage to the eyes, respiratory system or other vital organs 	5	Occupational asthma: where the person's work involves significant or regular exposure to a known respiratory sensitiser
6	Any degree of scalp injury requiring hospital treatment	6	Tendonitis or tenosynovitis: in the hand or forearm, where the person's work is physically demanding and involves frequent, repetitive movements
7	Any loss of consciousness caused by head injury or asphyxia	7	Occupational cancers: <ul style="list-style-type: none"> mesothelioma or lung cancer in a person who is occupationally exposed to asbestos fibres cancer of the nasal cavity or sinuses in a person who is occupationally exposed to wood dust
8	Any other injury arising from working in an enclosed space which: <ul style="list-style-type: none"> leads to hypothermia or heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours 	8	Biological agents: <ul style="list-style-type: none"> Example Legionella
9	Any over 7 day injury		

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RIDDOR REPORTABLE INCIDENT GUIDANCE

DANGEROUS OCCURENCES

1	Lifting equipment: The collapse, overturning or failure of any load-bearing part of any lifting equipment, other than an accessory for lifting.	8	Breathing apparatus: The malfunction of breathing apparatus where the malfunction causes a significant risk of personal injury to the user; or during testing immediately prior to use, where the malfunction would have caused a significant risk to the health and safety of the user had it occurred during use.
2	Pressure systems: The failure of any closed vessel, its protective devices or of any associated pipework (other than a pipeline) forming part of a pressure system where that failure could cause the death of any person.	9	Collapse of scaffolding: The complete or partial collapse (including falling, buckling or overturning) of a substantial part of any scaffold more than 5 metres in height; any supporting part of any slung or suspended scaffold which causes a working platform to fall (whether or not in use); or any part of any scaffold in circumstances such that there would be a significant risk of drowning to a person falling from the scaffold.
3	Overhead electric lines: Any plant or equipment unintentionally coming into contact with an uninsulated overhead electric line in which the voltage exceeds 200 volts; or in close proximity with such an electric line, such that it causes an electrical discharge.	10	Structural collapse: The unintentional collapse or partial collapse of: any structure, which involves a fall of more than 5 tonnes of material; or any floor or wall of any place of work arising from, or in connection with, ongoing construction work (including demolition, refurbishment and maintenance), whether above or below ground. The unintentional collapse or partial collapse of any falsework.
4	Electrical incidents causing explosion or fire: Any explosion or fire caused by an electrical short circuit or overload (including those resulting from accidental damage to the electrical plant) which either results in the stoppage of the plant involved for more than 24 hours; or causes a significant risk of death.	11	Explosion or fire: Any unintentional explosion or fire in any plant or premises which results in the stoppage of that plant, or the suspension of normal work in those premises, for more than 24 hours.
5	Explosives: Any unintentional fire, explosion or ignition at a site where the manufacture or storage of explosives requires a licence or registration; or and explosion or ignition of explosives (unless caused by the unintentional discharge of a weapon, where, apart from that unintentional discharge, the weapon and explosives functioned as they were designed to) except where a fail-safe device or safe system of work prevented any person being endangered as a result of the fire, explosion or ignition.	12	Release of flammable liquids and gases: The sudden, unintentional and uncontrolled release: inside a building of 100 kilograms or more of a flammable liquid; of 10 kilograms or more of a flammable liquid at a temperature above its normal boiling point; of 10 kilograms or more of a flammable gas; or in the open air, of 500 kilograms or more of a flammable liquid or gas.
6	Biological agents: Any accident or incident which results or could have resulted in the release or escape of a biological agent likely to cause severe human infection or illness.	13	Hazardous escapes of substances: The unintentional release or escape of any substance which could cause personal injury to any person other than through the combustion of flammable liquids or gases. Additional reporting requirements exist for diving incidents and pipelines. See additional guidance in right hand column for more details.
7	Radiation generators and radiography: The malfunction of a radiation generator or its ancillary equipment used in fixed or mobile industrial radiography, the irradiation of food or the processing of products by irradiation, which causes it to fail to de-energise at the end of the intended exposure period; or equipment used in fixed or mobile industrial radiography or gamma irradiation, which causes a radioactive source to fail to return to its safe position by the normal means at the end of the intended exposure period. 'Radiation generator' means any electrical equipment emitting ionising radiation and containing components operating at a potential difference of more than 5 kV.		

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Severity Clarification			
Serious Accident Reporting Requirements			
You should report if any injury, illness, accident or incident whilst at work which meets the following criteria:			
Major injury		Industrial disease or illness	
1	Fatality.	1	Occupational dermatitis.
2	Any fracture.	2	Cancer as a result industrial chemicals or metals.
3	Any amputation.	3	Asbestosis or mesothelioma
4	Any loss of sight, temporary or otherwise.	4	Carpal tunnel syndrome.
5	Any burn requiring admittance to hospital for more than 8hrs.	5	Occupational asthma.
6	Any electric shock requiring admittance to hospital for more than 8hrs.	6	Hand-arm vibration syndrome.
7	Any injury requiring admittance to hospital for more than 8hrs.	7	Hepatitis.
8	Any injury as a result of the failure of any lift equipment, including vehicle jacks or stands.	8	Legionella.
9	Any injury as a result of the collapse or failure of a crane.	9	Chemical or metal poisoning.
10	Any injury as a result of the collapse, failure or overturning of a mobile work platform.	10	Silicosis.
11	Any injury as a result of the collision or overturning of a fork lift truck.		
12	Any injury as a result of a failure of any hydraulic system.		
13	Any injury as a result of contact with overhead or underground electrical cables.		
14	Any injury as a result of a complete or partial collapse of scaffolding.		
15	Any injury as a result of a complete or partial collapse of racking.		
16	Any in jury as a result of an uncontrolled release or escape of a dangerous substance.		
17	Any injury as a result of an unintended or partial collapse of any building or structure.		
18	Any injury as a result of an explosion or fire.		
19	Any injury as a result of an uncontrolled release or escape of a flammable substance, i.e. liquid propane gas.		
20	Any injury requiring admittance to hospital whilst driving a company vehicle and being involved in a road traffic accident.		
21	Any accident requiring the Police, Media or the Emergency Services to be present.		
22	Any injury requiring admittance to hospital for more than 8hrs whilst working on a customer's site.		

SUMMARY OF ACTIONS by RESPONSIBLE PERSONS

Responsible person hierarchy for reporting purposes.

Senior Director / Depot Director / Heads of Dept. / Manager / Team Leader / Supervisor / Employee

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Incident Severity	Who does the report	Linde P0 system	Linde P1 P2 system	BI 510 legal report	Linde P3 system	Allianz Rehab process	Director led investigation	HSE RIDDOR (F2508)	KION SIR
Unsafe Act, Unsafe Condition, Unsafe Equipment, Unsafe use of Equipment or High Impact Near Miss.	Any Employee to Raise RSM / Mgr. to follow up and close	✓ Same Day	✗		✗	✗	High Impact Near Miss	✗	✗
Truck damage incident reported or discovered	RSM / Supervisor	✗	✓ Same Day	✗	✗	✗	✗	✗	✗
Minor injury	RSM / Mgr. (Within 24 hrs)	✗	✗	✓ Same Day	✓ Same Day	✗	✗	✗	✗
Dangerous Occurrence www.hse.gov.uk/riddor/dangerous-occurrences.htm	RSM / Mgr. (Within 24 hrs)	✗	✗	✓ Same Day	✓ Same Day	Following Discussion	Dependant on incident	Check RIDDOR Schedule	Seek Guidance
1 to 3-day injury / Over 3-day injury – Over 8 hours lost time	RSM / Mgr. (Within 24 hrs)	✗	✗	✓ Same Day	✓ Same Day	✓ (P3 Process)	✓ Alerted after 8 hours lost time	✗	✗
Over 7 Day injury – RIDDOR Needed	RSM / Mgr. (Within 24 hrs)	✗	✗	✓ Same Day	✓ Same Day	✓ (P3 Process)	✓ (Alerted after 8 hours lost time)	✓ (Follow Reporting Guidelines)	✓ (Over 8 Hours Lost Time)
Industrial Disease	QHSE Manager – Confirmed Diagnosis	✗	✗	✓ (Confirmed Diagnosis)	✓ (Confirmed Diagnosis)	✓ (P3 Process)	Dependant on occupational disease	✓ (Confirmed Diagnosis)	✓ (Confirmed Diagnosis)
Road Traffic Collision – If Injury follow P3 Process	RSM / Mgr. (Within 24 hrs)	✗	✗	✓ (Within 24 hrs if injury then same day)	✓ Same Day	✓ (P3 Process)	✓ (Over 8 Hours Lost time)	✓ If over 7-day (P3 Process)	✗
Any Fatality – HSE / Police Investigation See responsibility matrix below	Director (As soon as known)	✗	✗	✓ Same Day	✓ Same Day	✗	✓ (Alert soon as known of)	✓ (As soon as known by phone and P3)	✓ (As soon as known, directly to MD by phone)

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Incidents involving catastrophic loss including fatality

Contact	Person Responsible	Check List
Customer and Customer Management	Regional Senior Director & Depot Director	
Family	Regional Senior Director & Depot Director	
Branch Management	Regional Senior Director & Depot Director	
Legal (local, Central)	Local - UK QHSE Manager, Head Office - Senior Director After Sales	
Police	Regional Depot Director	
Work organization / Union	Regional Depot Director	
Insurance	LMH Director – National QHSE	
Media / Press	Head Office Senior Director After Sales	
Group Management	UK Senior Director	
QHSE Management	UK QHSE Manager	
Other Regions	KION Heads of HSE	
KION HSE Committees, KION Management, etc	UK Managing Director	