



10.1 Policy Statement

Most accidents and incidents are caused by unsafe acts **or unsafe conditions**. Accidents and incidents are investigated to determine how and why they occurred. By effectively utilizing the results of the investigation, a similar or perhaps more serious accident or incident may be prevented. Accident and incident investigations are targeted towards prevention of similar future incidents.

All States Materials Group's policy is to fully investigate any accident, incident, or near-miss involving company personnel, vehicles, or property. The following represents the policy used for all investigations regardless of whether or not a motor vehicle is involved.

- Investigation has one primary goal— **to prevent future occurrences**.
- All accidents, incidents, and near misses shall be investigated.
- The primary objective is to find out exactly and completely what, where, when, how and why the accident, incident, or near miss occurred.
- The secondary objective is based on the facts to establish what could have been done to prevent the accident, incident, or near miss and what can be done to prevent a reoccurrence of the same or similar occurrence in the future.
- Near miss reporting is an extremely important component of prevention.
- The third objective is to recommend preventative actions that will eliminate or greatly reduce the probability and severity of a reoccurrence.
- The Incident Report must be submitted to the Safety & Human Resources departments within 24 hours of incident occurring.

10.2 Definitions

- **ACCIDENT** - An undesired event that results in personal injury or property damage and involves a vehicle or piece of equipment.
- **INCIDENT** – An undesired event that results in personal injury, property damage, or a near miss.
- **NEAR MISS** – An event where no property was damaged and no personal injury sustained, but where, given a slight shift invariable, damage and/or injury easily could have occurred.

10.3 Notifications

- Notifications are to be made immediately to ASMG Dispatch at (413)665-7051. During off hours, an answering service can be contacted at 866-322-ASMG (2764). Personnel who fail to follow this protocol are subject to discipline.
- The Supervisor must call the Human Resources Manager whenever an employee is injured to provide required information for Workers Compensation.



- This should be done as soon as possible and not later than the end of the shift.
- If after normal business hours, this should be done via email or cellular phone

10.4 Notifications

- Investigations are to be conducted by the **immediate supervisor** responsible for the job site or the **direct supervisor** of the employee involved.

10.4.1 Investigation Components

- The Safety Manager will review all reports and conduct a follow-up investigation when warranted.
- In the event of a serious accident or incident, the Safety Manager will respond to the scene (if feasible) and conduct the investigation. In the event it is not feasible to be on the scene, the Safety Manager will conduct a thorough follow-up investigation.
- Investigations must be thorough, taking into consideration all facts and circumstances, including training (or lack thereof), weather conditions at the time, type and adequacy of equipment for the activity being conducted, site conditions, etc.
- Any witnesses should be interviewed to assist in gaining a complete understanding of what happened.
- The extent of injury or the damage resulting from the accident or incident should act as a guide as to how extensive an investigation should be.
- The Investigating Supervisor should contact the Safety Manager for guidance or assistance, if needed.
- The report should provide all of the required information of employee(s) and any vehicles that are involved.
- An investigation gathers the facts (who, what, where, when, how, & why).
- The investigation should be conducted as soon as possible.
- At the site where the accident, incident, or near miss occurred.
- Identification of the hazards or exposures involved.
- Make sure samples are taken of any chemicals, spills, vapors, etc. that may have been involved.
- Identify and interview all personnel involved.
- Identify and interview all witnesses who saw or heard something before, during, and after the accident, incident, or near miss.
- Determining, without blame, the cause(s) of the accident, incident, or near miss.
- Remember, there may be more than one cause.



- Include photographs and/or sketches of the scene.
- Develop corrective measures to prevent future occurrences and present them to the Risk Manager and Senior Management for review and implementation.
- Monitor and conduct follow-ups to ensure the implemented controls are working.
- For any incident that results in an OSHA recordable event, could represent a systemic or repeatable risk, or where the incident investigation doesn't provide clear results, the Safety Manager, Human Resources, and Supervisor are highly encouraged to meet for further discussion and possible root cause analysis process.

10.4.2 Interviewing Witnesses

- Interview witnesses separately and as soon as possible. Interview all witnesses who:
 - Saw the event leading up to the accident, incident, or near miss.
 - Saw the accident, incident, or near miss occur.
 - Arrived at the scene immediately after it occurred.
 - May have heard something before, during, or after it occurred.
 - Have information about the event.
- When conducting the interview:
 - Interview for facts, not fault.
 - **Listen** with an **open mind**. Allow the witness to tell you what he/she saw, heard, felt, etc. in his/her own words. **Do not put words into their mouths.**
 - Take comprehensive notes or, with permission of the interviewee, tape record the interview
 - Ask non-leading questions.
 - Test the information given for credibility and accuracy of the facts.
- Interview witnesses privately and separately. The presence of a translator, if needed is acceptable.
- Get complete information about the injured person(s) and the accident/incident, including all machines/equipment involved and the job that the employee was performing.
- Describe where the accident/incident took place including all environmental conditions at the time.
- Include the interview information and documentation with the Accident/Incident Prevention Plan that is to be given to the Risk Manager and Senior Management so that corrective action can be taken to prevent a reoccurrence.



10.5 Accidents

- It is All States Materials Group's policy that drivers are required to remain at the scene of an accident unless authorized to leave by an authorized company official or for causes such as obtaining emergency medical treatment. Leaving the scene of an accident without authorization or just cause is a violation of ASMG policy and may result in disciplinary action up to an including termination of employment.
- The following are some guidelines to successfully control the scene, offer assistance, and gather information at the scene of an accident. Many of these guidelines should be followed by the operator of the vehicle involved in the accident (see Spill Protocols section for further detail).
 - Stop and pull the vehicle as far off the roadway as safely possible.
 - Turn on 4-way flashers if operational.
 - Evaluate the scene and note any injuries.
 - Contact emergency personnel (911) and apprise them of the situation, including if anyone is injured.
 - Contact ASMG for internal notification; call Dispatch @ **(413)665-7051**.
 - During off hours, an answering service can be contacted at **(866) 322-ASMG (2764)**.
 - If persons are injured and you have first aid training, you may administer voluntary first aid. If blood or body fluids are present, you must follow the ASMG Exposure Control Plan.
 - Set out emergency warning devices.
 - These devices are required to be in position within 10 minutes.
 - Exchange information with operators of other involved vehicles (License, registration, and insurance information).
 - **Cooperate fully** with any police investigation.
 - If able to do so, the driver should get the names, addresses, phone numbers, and license numbers of potential witnesses.
 - Be polite and non-opinionated. **Never admit fault or responsibility for the incident.**
 - Obtain as much information as possible about other vehicles and persons involved, road conditions, lighting conditions, and weather conditions.
 - If possible, take photographs of the scene, including area of impact, view from all directions of roadways, and of the vehicles involved.



- **Do not** talk to the news media or anyone else without direct authorization from Senior Management.
- Make sure the information in the “Accident Kit,” which is located in each vehicle, is completely filled out and turned into your supervisor as soon as possible.

10.6 Notification to Injured Employee’s Next of Kin or Family

- It is important to be prompt in the notification of an injured employee's next of kin or family, if the employee cannot make contact on their own. This should be done by a Senior Manager who has been trained in the handling of these situations.
- The speed with which you let an employee’s family know of an injury and the manner in which you handle the situation can do a great deal to ease the pain, give the family strength to face the crisis, and provide them with some reassurance at a time when they may need it the most.
- The way in which you treat the family of an employee in an emergency will spread rapidly among other employees and their families and help with the morale of the crew who witnessed the accident/incident.
- Following is a check list to use in serious employee injury/death situations:
 - Appoint a senior manager to notify next of kin.
 - Determine the extent of the injuries.
 - Determine where the employee was transported.
 - Dispatch the closest Manager to the Hospital to assist the employee.
 - Dispatch the Senior Manager to the employee's home as soon as it is known where the employee was transported and extent of their injuries.
- Upon arrival at the victim’s home, the senior manager should obtain any available updates of the victim’s condition. Offer to transport or arrange for transportation of the family to the hospital. Find childcare if needed and assist with phone calls if desired by the family.
 - Find out who the family Clergyman, Rabi, Imam, spiritual leader, etc. is and notify this person if the family so desires.
 - In the case of a fatality, the appointed Senior Manager should assist in handling any arrangements if requested by the family. This may include travel arrangements for distant family members, providing food for the family, and assisting with the funeral plans if desired.
 - Offer to remain at the victim’s home until other family members or friends arrive.



10.7 DOT Reportable Accidents

■ In the event that an All States Materials Group driver is involved in a fatal accident; or the driver is issued a citation and the accident involved injuries for which someone is transported to the hospital, or one or more vehicles had to be towed from the scene due to disabling damage; the company driver must submit to:

- An alcohol level blood test within 8 hours of the incident.
- A drug level blood test within 32 hours of the incident.
- If these tests cannot be performed for whatever reason, thorough documentation must be completed stating the facts of why the tests could not be performed.
- All pertinent data shall be submitted in a timely manner to Fleet Safety Services to be entered into the fleet database for this company.

Incident Involved	Citation Issued to Driver?	Drug/Alcohol Test Required?
Human Fatality	Yes	Yes
	No	Yes
Bodily injury with immediate medical treatment away from the scene	Yes	Yes
	No	No
Disabling damage to any motor vehicle requiring tow away?	Yes	Yes
	No	No

10.8 Incidental Incidents

■ If an employee notices a problem in the shop, office, yard, , or on the road that or can adversely affect company property and/or employees, this person shall immediately contact a supervisor or contact ASMG for internal notification:

- Call Dispatch @ **(413)665-7051** during normal business hours.
- During off hours, an answering service can be contacted at **866-322-ASMG (2764)**.