

Fagg's Group Guide to Incident Management

When a workplace injury or illness occurs, the following four steps must be followed as soon as possible:

1. Help the Team Member (or non –worker): provide first aid treatment and any assistance to the injured person.

- **In an emergency call 000**
- For all other injuries the worker is to notify their Supervisor or Manager ASAP
- First Aid is to be administered as appropriate by the site First Aider
- First Aider to assess the need for a medical review by a health professional
- If no other treatment is required, complete an incident report form and submit this to the manager on duty
- If further medical treatment is required, contact the sites Trade or Retail Manager
- Arrange medical appointment where appropriate

2. Informing your manager: All incidents need to be reported to the manager on duty at the site, on the same day the incident occurred.

- First Aid Injuries (FAI), Reports Only and Near Misses: all require incident reports to be completed and submitted to the Manager
- Manager to ensure it is correctly and accurately completed and submit to the Fagg's Group Operations Team email - FGOT@faggsgroup.com.au
- All injuries deemed to be more serious, that include the following: an ambulance is called, involves heavy blood loss, head injuries, a customer, medical intervention, MVA, need to be immediately reported to the FGOT via a phone call to the sites Operations Manager and/or the General Manager. If any doubt please make contact.

3. Complete an Incident Report: Incident reports are available on the Intranet, please record all details. The Manager can do this in conjunction with the injured person. Take photos where appropriate, get names and contact details of non – workers and witnesses where applicable.

- Incident report needs to be complete and accurate
- Needs to be done as soon as possible following the incident, of course patient care is first priority
- Completed report needs to be given to the duty manager
- Significant injuries need to be escalated as injuries resulting in a LTI or MTI need to be investigated

4. Managers are to inform Faggs Group Operations Team: **ALL** incidents are to be reported to the **FGOT** in a timely manner. Serious incidents, need priority reporting. This means a phone call to the Operations Manager of your site and an email to - FGOT@faggsgroup.com.au

- It is the Managers responsibility to inform the FGOT of the incident as soon as practically possible
- It is the Managers responsibility to ensure the reporting is complete and accurate
- If you are unable to contact your site Operations Manager, contact the next available and the General Manager

Incident Categories:

FAI – First Aid Treated Injury

Near Miss – incident occurred, no injury or property damage but needs to be reported to prevent further incidents

Report Only – Incident not needing follow up but needs reporting

MVA – Motor vehicle incident

PDO – property damage

LTI – Lost Time Injury – Team member has reported an injury and does not come to their next rostered shift

MTI – Medically treated injury – involving more treatment than a first aider would provide

LTI & MTI reported incidents contribute to our groups TRIFR results and need to be investigated when they occur.

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Any incident that involves serious injury, hospital visits or an ambulance being called need to be reported to WorkSafe therefore it is imperative that the FGOT are notified immediately so it can be done in a timely manner in conjunction with the Site Manager.

Example of information required in the email for **all incidents**:

Hi team,

Attached is a report in relation to an incident that occurred at the (**store name or delivery site details**) and **date time of incident**.

Incident brief (example) our team members' vehicle leaving the (**store name or where incident occurred**) drove over the corner of a pallet of 20kg bags of adhesive damaging two of the bags. Pallets are not supposed to be stored in this location.

Immediate Actions: Pallet was moved from this location and area cleaned up.

Follow up actions: Communication with workers through Toolbox Meetings that pallets are not to be stored in this location.

Key Contacts

Faggs Group Operations Team		E: FGOT@faggsgroup.com.au
Faggs Group General Manager	Mark Ramsey	M: 0437 322 093 E: mramsey@faggsgroup.com.au
Faggs Group General Business Operations Manager	Adam Baldwin	M: 0493 462 840 E: abaldwin@faggsgroup.com.au
Group Trade Development Manager	Stephen Rippon	M: 0439 900 790 E: srippon@faggsgroup.com.au
Faggs Group CFO Vehicle Incidents & Insurance claims	Jason Thiele	M: 0417 994 583 E: jthiele@faggsgroup.com.au
Faggs Group Logistics Manager Truck & UTE Vehicle Incidents	Leigh Sullivan	M: 0421 100 689 E: lsullivan@faggsgroup.com.au
Faggs Group Trade Sales Manager	Rayne Biviano	M: 0488 202 011 E: rbiviano@faggsgroup.com.au
Faggs Group People & Culture Manager	Narelle Carr	P: 0417 965 319 E: ncarr@faggsgroup.com.au

Key Contacts for this Site:
