



Incident Management

This directive explains the responsibilities and actions required to manage incidents that occur at any Origin site or during any of the Company's activities.

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*Please see the 'Document control' section for more information.

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Contents

| | |
|--|-----------|
| 1. Purpose and Application | 4 |
| 2. Responsibilities | 4 |
| 2.1 Supervisors | 4 |
| 2.2 Line Managers | 4 |
| 2.3 Functional Managers | 5 |
| 2.4 Business Unit General Managers | 6 |
| 2.5 Chief Risk Officer | 7 |
| 2.6 General Counsel | 7 |
| 3. Requirements | 8 |
| 3.1 Stage 1 – Response and Notification | 8 |
| 3.1.1 Response | 8 |
| 3.1.2 Incident consequences | 8 |
| 3.1.3 Notification | 9 |
| 3.1.4 Additional notification requirements by type | 9 |
| 3.1.5 Toolkits | 9 |
| 3.2 Stage 2 – Incident recording | 10 |
| 3.2.1 Initial information | 10 |
| 3.2.2 Additional information | 10 |
| 3.2.3 Fatality recording | 10 |
| 3.2.4 Manual recording | 10 |
| 3.2.5 Toolkits | 10 |
| 3.3 Stage 3 – Incident investigation | 11 |
| 3.3.1 Actual and potential consequences | 11 |
| 3.3.2 Investigation procedure | 11 |
| 3.3.3 Investigation action timeframes | 12 |
| 3.3.4 Toolkit | 12 |
| 3.4 Stage 4 – Corrective and preventive actions | 12 |
| 3.5 Stage 5 – Incident sign-off | 13 |
| 3.6 Stage 6 – Review, analysis and reporting | 13 |
| 3.7 Records | 13 |
| 3.8 Training and competence | 13 |
| 4. Deviation | 15 |
| 5. Compliance and assurance | 15 |

Incident Management

Directive

| | |
|---|-----------|
| 6. Definitions | 15 |
| 7. Document control | 16 |
| 8. Appendices | 17 |
| Appendix A – Definitions | 17 |
| Appendix B – Incident types | 20 |
| Appendix C – Injury and illness classifications | 21 |

1. Purpose and Application

This directive applies to all employees of Origin and to all contractors engaged directly or indirectly by Origin. The directive applies at all times and is not restricted by work hours or any other time or place considerations.

An incident is any occurrence that has resulted in, or has the potential to result in (as in the case of a near miss), adverse consequences to one or more of the following:

- people
- the environment
- property
- reputation.

Some hazards or situations that do not meet the definition of an incident can be recorded as observations. See the 'View Incident and Observation Definitions' link in the Origin Collective Intelligence System (OCIS) for more information.

The directive contains the mandatory response, notification, recording, investigation, corrective and preventative actions, review, and analysis and reporting requirements for all incidents. Terms used in this directive are defined in Appendix A and the Origin Glossary.

If you find any conflict between this directive and your local regulatory requirements, ask your Supervisor for clarification prior to proceeding.

2. Responsibilities

All personnel at Origin sites are responsible for reporting any incident. Employees and contractors who are involved in or witness an incident must report the incident to their supervisor. If the involved person is a visitor, the incident must be reported to the visitor's Origin host.

2.1 Supervisors

Supervisors are responsible for:

- incident management, including:
 - ensuring anyone injured receives prompt and appropriate medical attention
 - escalating the notification of all incidents as defined in Stage 1 – Response and notification
 - managing individual incidents when assigned.
- investigation, including:
 - participating in investigations
 - communicating the lessons learned to relevant internal parties.

2.2 Line Managers

Site Managers, Activity Managers and all other responsible and accountable managers are accountable for implementing and complying with this directive. In particular, they are responsible for:

- incident management, including:
 - ensuring anyone injured receives prompt and appropriate medical attention

- escalating the notification of all incidents as defined in Stage 1 – Response and notification
 - managing the incident when assigned, in accordance with regulatory requirements and without compromising safety or further damaging the environment or property
 - preserving material that may be required by an incident investigation
 - ensuring that incidents are accurately recorded in the OCIS
 - obtaining legal advice as to the requirements regarding notification and reporting to external authorities
 - creating Incident Alerts for approval
 - notifying the Workers' Compensation Manager if the case is compensable or if there is potential for a claim to be lodged
 - notifying the Return to Work and Rehabilitation Partner if required (for example, if the case results in lost or restricted work time or medical treatment)
 - reviewing all incidents within their areas of responsibility
 - approval and sign-off (as required) of non-significant incidents.
- investigation, including:
 - determining the investigation level required, whether full or basic
 - appointing an appropriate investigator for non-significant incidents in consultation with the Functional Manager
 - ensuring investigations of all non-significant incidents are completed within the required timeframes
 - ensuring investigation reports – together with supporting evidence, documents and photographs collected during the course of the investigation – are stored in Origin's incident reporting and investigation system and adequately maintained;
 - ensuring that corrective actions address identified root causes and are fully and effectively implemented by the action due date
 - ensuring that the OCIS Risk Register is reviewed and updated in line with investigation findings
 - communicating the lessons learned to relevant internal and external parties.

2.3 Functional Managers

Functional Managers are responsible, within their areas of functional responsibility, for:

- incident management, including:
 - providing functional support and advice to Line Managers
 - reviewing the actual and potential consequences of reported incidents
 - ensuring the quality and integrity of incident data
 - maintaining an awareness of the overall incident management performance
 - advising management and other relevant stakeholders of any issues or trends detected and progress of related follow-up actions
 - periodic review and analysis of incident data, including benchmarking with peer industries.

- investigation, including:
 - agreeing on the level of incident investigation required, and with legal advice advice, helping to appoint an investigator or investigation team
 - participating in investigations as required
 - reviewing and advising on the quality of Incident Investigation Reports
 - analysing and reporting incident management performance, trends and lessons learned, and recommending appropriate action
 - communicating the lessons learned to relevant internal and external parties.

2.4 Business Unit General Managers

Business Unit General Managers are responsible for:

- incident management, including:
 - implementing this directive throughout their Business Unit
 - escalating the notification of incidents as defined in Stage 1 – Response and notification
 - with General Counsel, obtaining timely legal advice as to any actions required
 - reviewing significant incidents in consultation with the Line Manager assigned responsibility for the incident, and the relevant Functional Manager
 - approving and distributing Incident Alerts
 - approval and sign-off for significant incidents.
- investigation, including:
 - determining the investigation level in cases where the incident investigation level is discretionary (see Figure 1)
 - for instances where a full incident investigation is required, and which is not commissioned by Origin's General Counsel, for:
 - appointing an independent investigation team in consultation with the Functional Managers
 - ensuring sufficient resources are allocated to maintain business continuity while the team members are conducting the investigation
 - ensuring investigations are completed within 30 days of the date the incident was reported, or as per approved extension
 - ensuring investigations are conducted in compliance with an approved methodology
 - reviewing and accepting investigation reports ensuring that any direct and/or underlying cause(s), contributing factors and root cause(s) have been identified and that actions are designed to prevent a recurrence
 - communicating the lessons learned to relevant internal and external parties.
 - recommending to the Chief Risk Officer if an extension of time is required in which to complete the incident investigation
 - presenting to the Operational Risk Committee the findings of the significant incident investigation and any lessons learned that have been shared with the wider organisation.

2.5 Chief Risk Officer

The Chief Risk Officer is responsible for:

- incident management, including:
 - ensuring systems exist to manage the quality and integrity of incident data and ensure that historical records are retained in a secure and retrievable manner as required by legislation
 - analysing and reporting company-wide incident management performance and ensuring that records of all incidents are maintained
 - providing final determination of details (for example classification or consequence level) of an incident in the event of a dispute
 - regular review and reporting to the Executive Management Team and the Board on Origin's overall incident performance.
- investigation, including:
 - advising on the appointment of internal or external experts to lead significant incident investigations
 - reviewing significant incident investigations prior to publication
 - approving the standard incident investigation methodology and associated training.

For HSE-related incidents, these responsibilities are delegated to the Origin Group Manager, HSE.

2.6 General Counsel

General Counsel is responsible for providing legal advice to the company in relation to the incident. This includes communicating legal advice to Origin personnel, liaising with regulators and other third parties, and may involve leading any investigation or being the Origin person who engages investigations.

3. Requirements

There are six stages in the incident management process:

- Stage 1 – Response and notification
- Stage 2 – Incident recording
- Stage 3 – Incident investigation
- Stage 4 – Corrective and preventive actions
- Stage 5 – Incident sign-off
- Stage 6 – Review, analysis and reporting

3.1 Stage 1 – Response and Notification

In addition to internal Origin response and notification responsibilities, Line Managers must comply with legal requirements for notification and reporting to external authorities. The relevant requirements for reporting to authorities must be documented, accessible, understood and complied with.

3.1.1 Response

In the event of an incident, immediately:

- provide containment and safeguard life, property and assets
- stop the activity and make the area safe
- provide or initiate medical care as required
- advise your Supervisor or Line Manager
- initiate the Emergency Response Plan as required
- secure the area to ensure the preservation of any material that may be required by an incident investigation.

Following an incident, work must not be resumed until the Line Manager and relevant authorities (as required) are satisfied that it is safe to do so.

3.1.2 Incident consequences

Incident consequences (actual and potential) should be determined in accordance with the Origin Risk Matrix.

3.1.3 Notification

Notification must be made as shown in the following table, or escalated to the next level if unable to make contact.

Table 1: Notification

| Incident Severity | Individual | Line Manager | Business Unit General Manager | BU Executive GM |
|------------------------------|---|---------------------------------|---|-------------------|
| Significant incidents | Immediate to Supervisor or Line Manager | Immediate to FM, BU GM | Immediate to BU EGM, CRO, GpMgr HSE, and GC | Managing Director |
| Serious incidents | Immediate to Supervisor or Line Manager | Within 24 hours to FM and BU GM | Within 24 hours to GpMgr HSE, CRO and GC | |
| All other incidents | Immediate to Supervisor or Line Manager | | | |

FM = Functional Manager, **BU GM** = Business Unit General Manager, **BU EGM** = Business Unit Executive General Manager, **CRO** = Chief Risk Officer, **GpMgr HSE** = Group Manager HSE, **GC** = General Counsel.

3.1.4 Additional notification requirements by type

For significant incidents, Incident Alerts must be created, approved and distributed in accordance with the Incident Alert Procedure.

In the event of a fatality, the information relating to the identity of the person involved must be managed in the strictest confidence at all times. Details of the person must not be disclosed in any written internal or external communication until People and Culture have notified next of kin and released the person's name.

Where incidents involve injury or illness to employees or contractors:

- the injury or illness must be classified in accordance with Origin's injury and illness classifications in Appendix C
- the Workers' Compensation Manager must be notified (if the case is compensable or there is potential for a claim to be lodged)
- the Return to Work and Rehabilitation Partner must be notified if required (for example, if the case results in lost or restricted work time or requires medical treatment).

3.1.5 Toolkits

Risk Toolkit - Matrix

Incident Alert Procedure

3.2 Stage 2 – Incident recording

A factual and accurate account of all incidents that occur in an Origin-controlled jurisdiction must be recorded in the OCIS in accordance with the OCIS User Guide. It is recommended that incidents that occur in a monitored jurisdiction are also recorded.

3.2.1 Initial information

Initial required information (as described in the OCIS User Guide) must be recorded within one working day of the incident occurring.

3.2.2 Additional information

The Supervisor or Line Manager must ensure the required additional information about the incident (the best information available at the time) is recorded within 72 hours. This additional information should include:

- jurisdiction
- incident type(s) (see Appendix B)
- injury or illness classification (see Appendix C)
- actual and potential consequence(s)
- full details for each identified incident type
- assignment of responsibility for investigation (see HSE-PRC-048 - Incident Investigation Procedure).

The Responsible Supervisor or Manager (as recorded in the OCIS) must ensure that any subsequent updates to this information are also recorded in the OCIS.

3.2.3 Fatality recording

In the event of a fatality, information must be recorded within one working day, however personal details can only be recorded after next of kin have been notified. Contact People and Culture and General Counsel for assistance on this matter prior to any such notification.

3.2.4 Manual recording

In situations where the OCIS is not readily accessible, the initial incident information may be recorded manually on an Incident Report Form, however the details must be entered into the OCIS within one working day of the incident occurring.

3.2.5 Toolkits

HSE-FRM-001 – Pocket Incident and Observation Notification Form (sourced from external supplier order through Origin's procurement process).

Incident Report Form

Incident Management Jurisdiction Guide

OSHA Handbook

OCIS User Guide

Incident Management Process Wall Chart

3.3 Stage 3 – Incident investigation

The purpose of an investigation is to determine the facts about the incident, the root cause(s), and the corrective actions needed to prevent a recurrence of the incident.

Investigation is mandatory for all incidents occurring in a controlled jurisdiction.

3.3.1 Actual and potential consequences

The level of actual and potential consequences determines the minimum investigation level.

Figure 1 – Determining investigation levels

| Incident consequence | Actual | Potential | |
|----------------------|--------|-----------|---|
| 6 | | | <u>Significant incidents</u> Full Investigation |
| 5 | | | |
| 4 | | | <u>Serious incidents</u> Investigation level discretionary for GM |
| 3 | | | |
| 2 | | | <u>Other incidents</u> Basic Investigation |
| 1 | | | |

3.3.2 Investigation procedure

The Incident Investigation Procedure provides detail of the:

- mandatory investigation methodology
- accountabilities of and competencies required within the investigation team
- accountabilities for review, approval and distribution of investigation findings.

3.3.3 Investigation action timeframes

Table 2 – Conduct of investigations

| Incident severity | Investigation level | Investigation team | Line Manager or Functional Manager | Business Unit General Manager | Chief Risk Officer |
|-----------------------|--|--|--|---|-----------------------------------|
| Significant incidents | Full | Investigation completed within 30 days by independent investigator appointed in consultation with General Counsel. | Within 1 working day of receipt, review investigation report and forward to Business Unit General Manager and General Counsel. | Review and approve investigation report and send copy to CRO within 1 working day of receipt. Present report to ORC at next meeting. | Independent review of the report. |
| Serious incidents | Discretionary Full (see above) Basic (see below) | Full: Investigation completed within 30 days by appropriately trained investigator Basic: see below | Review and approve investigation report within 2 working days of receipt. | | |
| All other incidents | Basic | Investigation completed within 14 days by appropriately trained investigator | Review and approve investigation report within 4 working days of receipt. | | |

3.3.4 Toolkit

HSE-PRC-048 - Incident Investigation Procedure

3.4 Stage 4 – Corrective and preventive actions

The responsible supervisor or manager must ensure that corrective and preventive actions relating to the incident are determined, responsibilities are assigned and accepted, and deadlines for completion are set.

Details of corrective actions must be recorded in the OCIS and the actions must be tracked to completion. Actions managed in an external contractor's system should be summarised in at least one OCIS action. The details should include:

- a clear description of the task
- the action creator
- the action assignee
- the required completion date
- the person responsible for checking and closing the action.

Once completed, the corrective actions put in place must be signed off within OCIS to confirm that actions have corrected the causal factors and root causes and are working effectively. Any requirement for a future review should be noted.

3.5 Stage 5 – Incident sign-off

Incidents must only be signed off and closed by authorised personnel.

The authorities to sign off and close incident records after investigation details are recorded are as follows:

- Significant incidents: Business Unit General Manager or above.
- Serious incidents: Line Managers or above.
- Other incidents: Line Managers or above.

The incident record may be signed off (after the investigation has been completed) while related longer-term actions are still open. The responsibility for completion of these actions by their due date remains with the manager who signs off the incident.

Significant incidents must be closed only after the incident investigation has been reviewed by the Chief Risk Officer or delegate.

Some incidents may require ongoing activities (eg. regulatory or third party enquiries, actions or claims). In these circumstances you must seek legal advice in when undertaking actions to manage the ongoing response.

3.6 Stage 6 – Review, analysis and reporting

Incidents should be appropriately reviewed, analysed and reported as follows, to enable continuous improvement and shared learning.

- Line Managers must review weekly all incidents within their area of responsibility.
- Information on recordable injuries and significant incidents must be reviewed weekly by the Executive Management Team and Business Unit General Manager.
- Business Unit Functional Managers must maintain awareness of the overall incident performance in their area of responsibility and advise management and other relevant stakeholders of any trends or issues detected, and of the progress of related follow-up actions.
- The Chief Risk Officer must review and report regularly on Origin's overall incident and injury or illness performance to the Executive Management Team and the Board.
- Significant incidents must be reviewed by the relevant executive governance committee (e.g. HSE incidents must be reviewed by the Operational Risk Committee).
- Functional Managers must review and analyse incident data (including benchmarking with peer industries) periodically and report trends and appropriate actions taken.

3.7 Records

Incident records should be retained for a minimum of seven years. Records management and retention requirements may also be specified by relevant legislation in each state and territory.

3.8 Training and competence

All managers must be appropriately trained in the requirements of this Incident Management Directive.

All employees and contractors will also receive appropriate incident management training and/or be made aware of the incident management process. This requirement may be satisfied by an induction, or more comprehensive training may be required depending on the role.

Incident investigators should refer to the Incident Investigation Procedure for training and competency requirements for these roles.

4. Deviation

Deviations from the requirements of this directive may only be considered when:

- regulatory obligations dictate otherwise
- implementation of the requirement is not technically feasible due to local conditions
- the cost of implementing the requirements substantially exceeds the benefits.

To deviate from a directive, you must:

- specify the implications of implementing the requirement as specified within the directive
- determine the risk of not implementing the requirement of the directive (in accordance with the Origin Risk Management Directive) and document the impact and duration of the deviation and identified control measures
- have the deviation authorised by obtaining documented approval from the Origin Business Unit General Manager (or higher) and the Chief Risk Officer.

Authorisation of all deviations, whatever their duration, will be recorded on Origin's Deviation Register. The risk associated with the deviation is to be recorded on the relevant Business Unit Register or Site Risk Register.

Refer to ORG-HSE-GDE-001 Deviation Guide and ORG-HSE-FRM-001 Deviation Request Form for more detail.

5. Compliance and assurance

We require that all Origin employees comply with this directive. Compliance with this directive will be periodically monitored by the Chief Risk Officer or delegate and will be included in the scope of relevant audits and reviews.

Compliance with the requirements established within this directive must be reviewed as part of the Business Unit Assurance Plan and internal audit schedule, and the HSE management system audit cycle.

Monitoring and verification of key requirements is to be included in business unit key performance indicator reporting requirements.

Any breaches of this directive by employees will be addressed in accordance with Origin's Employee Counselling and Disciplinary Policy and its associated procedures.

6. Definitions

Refer to Appendix A – Definitions, Appendix B – Incident Types and Appendix C – Injury and illness classifications.

7. Document control

AUTHOR

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STAKEHOLDERS AND OTHER CONTRIBUTORS

| Position | Incumbent |
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| Group Manager HSE | Matthew Ames | August 2010 |
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APPROVED BY

| Position | Incumbent | Approval date |
|--------------------|------------|---------------|
| Chief Risk Officer | John Rodda | |

HISTORY

| Author | Nature of change | Version | Date |
|---------------|------------------|---------|------------|
| R Grudzinskas | First release | 1.0 | 26/08/2010 |

RELATED DOCUMENTS

| Title | Review date |
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CONTROLLED DOCUMENT LOCATION

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KEY DOCUMENT

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| This document is an Origin Key Document |
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8. Appendices

Appendix A – Definitions

| Term | Definition |
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| Activity | A task, role, pursuit or condition at a site or workplace (including that which is related to the performance of work, such as using a vehicle supplied by the employer in the performance of work). |
| Capacity statement | A written statement issued by a qualified medical practitioner describing the administration or application of treatment or remedies to a patient for an injury or illness, and relevant medicinal, surgical and or diagnostic management or therapy applied to the patient. It also includes any medical certification regarding the patient's capacity to resume normal duties or alternate duties following the treatment, for example, a prescribed medical certificate. |
| Case | An injury or an illness. |
| Consequence (incident) | Actual incident consequence – Real loss incurred in each consequence category. Potential incident consequence – The maximum credible consequence if controls were to fail. |
| Contractor | An individual, company or other legal entity that carries out work or performs services pursuant to a contract for service. A person or company engaged to provide labour or skills as an independent contractor and paid on invoice. This definition also includes sub-contractors. |
| Corrective action | An action to eliminate the cause and prevent the recurrence of an incident. The corrective action is commensurate with the severity of the non-conformance of the incident. |
| Days lost and restricted duties | The number of calendar days after the day of the incident (injury or illness), during which the employee or contractor is either away from work (in the case of lost time), or the number of calendar days after the day of the injury, on which the employee is unable to perform all of their routine functions, or is temporarily assigned to a different job, in the case of a restricted work injury or illness. Time spent travelling to obtain diagnosis or waiting for diagnosis is not included in work days lost if the diagnosis does not result in restricted work or lost time. |
| Employee | An individual who works for Origin on a permanent or casual basis under a contract of employment. |
| Functional manager | Manager with specialist expertise in a discipline such as Health and Safety or Environment. |
| Incident Alert | A document used to convey information pertaining to an incident (including details of corrective actions and key lessons learned), which is directed to employees and contractors who may or may not have been involved in an incident. |

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| Incident | Any occurrence that has resulted in, or has the potential to result in (for example, a near miss), adverse consequences to people, the environment, property, and/or reputation. |
| Journey and recess injuries | Different states have different legislation relating to the definition of journey incidents, usually referring to all injuries that occur during travel while not on duty or during a designated recess break. This would normally include travel between place of abode and the workplace, travel to a technical school for training associated with employment, and travel to receive medical treatment for an injury sustained at work. |
| Jurisdiction | Controlled jurisdiction - Where an incident occurs in Origin's working environment, or other locations where Origin can influence and set HSE standards or has a legal obligation to report the incident to external Authorities. This includes all Origin owned or operated sites. Monitored jurisdiction - Where an incident occurs where Origin can influence but cannot set standards and cannot directly supervise or enforce their application. |
| Recordable injury | A work-related injury that is classified as a medical treatment injury, restricted work injury, lost time injury or a fatality. |
| Risk | The effect of uncertainty on Origin's objectives |
| Routine functions | Work activities that are regularly performed at least once per week. |
| Serious incident | An incident with an actual consequence level 3 or a potential consequence level of 3 or 4 in accordance with the consequence categories on the Origin Risk Matrix. |
| Significant incident | An incident that has actually resulted in or had the potential to cause significant consequences. For the purpose of reporting, significant incidents are all incidents with actual consequence levels of 4, 5, or 6 and incidents with potential consequence levels of 5 or 6, in accordance with the consequence categories on the Origin Risk Matrix. |
| Visitor | A person visiting an Origin site who is not an Origin employee or contractor at the site. |
| Work-related injury or illness | An injury or illness is work related if an event or exposure in the work environment either caused or contributed to the resulting condition or significantly aggravated a pre-existing injury or illness. The 'work environment' is defined as the location where one or more employees or contractors are working or are present as a condition of their employment with Origin. Injuries and illnesses that occur while the employee or contractor is travelling are work related if at the time of the injury or illness the employee or contractor was engaged in work-related activities. Examples of these activities include: <ul style="list-style-type: none"> • Travelling to and from customer contacts • Entertaining or being entertained to transact, discuss or promote business, provided the entertainment is at the direction of the employer • Driving a vehicle for work-related purposes. |

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| Workplace | Any place (whether or not in a building, installation, moveable structure, vehicle or vessel, upon land or otherwise) where one or more employees or contractors are required to be or are working or present as a condition of their employment. |
|------------------|---|

Appendix B – Incident types

| Term | Definition |
|---|--|
| Community complaint | Any expression of dissatisfaction from a stakeholder in relation to an Origin-operated facility, or Origin personnel or activities. |
| Environmental | Any occurrence that has resulted in or has the potential to result in adverse consequences to the environment, including air, water, land, natural resources, flora, fauna, habitats, ecosystems and/or biodiversity. |
| Illness | <p>A physiological harm or loss of capacity produced by:</p> <ul style="list-style-type: none"> • systematic infection • continued or repeated stress or strain • exposure to toxins, poisons, fumes and so forth • other continued and repeated exposure to conditions of the work environment over a period of time. <p>For practical purposes, an occupational illness is any reported condition that does not meet the definition of injury.</p> |
| Injury | A wound or other condition of the body caused by external force including stress or strain. The time and place of an injury must be identifiable, as must be the part or function of the body affected. An injury is caused by a specific event or incident or a series of events or incidents within a single day or work shift. |
| Near miss | Any occurrence that could have caused adverse consequences to people, the environment, property or reputation, or a combination of any of these. This includes breaches of critical procedures, even if there is no actual consequence. |
| Regulatory non-compliance | Incidents involving any fines, prosecutions, improvements notices, or breach of licences. Any incident required under state or Commonwealth legislation to be reported to a statutory authority, for example, NSW WorkCover, Department of Workplace Health and Safety, Environmental Protection Authority, state or Commonwealth Police Force, Department of Labour (Occupational Safety and Health Administration) and Energy Safety Services. The requirements vary from state to state and between different countries, therefore confirmation of specific requirements must be obtained prior to reporting. |
| Process incident | <p>Incidents that are a result of a deviation from a specified method of carrying out an activity or process (procedural) or from usual operating conditions.</p> <p>Process safety incident Incidents that have resulted in or have the potential to result in the unintentional release of chemicals, energy, or other harmful materials during the course of their processing, production, piping and/or storage at a facility.</p> |
| Property damage | All incidents (such as equipment breakdown or a vehicle incident) with no potential for injury or spill. |
| Security threat | Incidents involving a threat to personnel, including assault, bomb threats, break and enter, security system breach, terrorist activity, theft, unauthorised access and vandalism. |
| Social, cultural or heritage incidents | Incidents involving unauthorised disturbances to a heritage site, or a social disturbance. |

Appendix C – Injury and illness classifications

| Term | Definition |
|-----------------------------|--|
| Fatality | A fatality is a human death resulting from an incident. |
| First aid case (FAC) | <p>A First Aid Case is recorded when first aid treatment is required as a result of a work related injury or illness. Treatment would include the following:</p> <ul style="list-style-type: none"> • administering a non-prescription medication at non-prescription strength • vaccination for precautionary purposes only (for example, as part of travel) • tetanus vaccinations • cleaning, flushing or soaking wounds on the surface of the skin • treatment of superficial burns • using wound coverings such as bandages, band-aids, gauze pads or butterfly bandages • using hot or cold therapy • using any non-rigid means of support, such as elastic bandages, wraps or non-rigid back belts • using temporary immobilising devices while transporting an accident victim (including splints, slings, collars and back boards) • drilling a fingernail or toenail to relieve pressure, or draining fluid from a blister where underlying fracture has been excluded; • using eye patches • removing foreign bodies from the eye using only irrigation or a cotton swab • removing splinters or foreign material from areas other than the eye by irrigation using finger guards • Hospitalisation for observation only (for example, following contact with electricity) • x-ray or other diagnostic investigation not resulting in medical treatment • ECG/MRI/CAT scan with no abnormality identified • Physical examination if no condition is identified or medical treatment administered • drinking fluids for relief of heat stress. |

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| <p>Journey and recess incidents</p> | <p>Different states have different legislation relating to the definition of journey incidents, usually referring to all injuries that occur during travel while not on duty or during a designated recess break. This would normally include travel between place of abode and the workplace, travel to a technical school for training associated with employment, and travel to receive medical treatment for an injury sustained at work.</p> |
| <p>Lost time case (LTC)</p> | <p>A work-related injury or illness resulting in the employee or contractor being unable to attend work for one or more full calendar days following the incident. LTC must include an approved Certificate of Capacity from a registered health professional.</p> |
| <p>Medical treatment case (MTC)</p> | <p>A work-related injury or illness for which an approved Certificate of Capacity has been provided by a registered health professional.</p> <p>Type of injuries or treatments to which this classification apply include:</p> <ul style="list-style-type: none"> • condition where prescription-only medication is prescribed • wounds requiring sutures • using devices with rigid stays or other systems designed to immobilise parts of the body • removal of foreign bodies from wound, if the removal requires a physician because of the depth at which it is embedded, the size or shape of the object, or the location of the wound • surgical removal of dead skin (surgical debridement) • removal of any embedded foreign bodies from eyes other than by irrigation (including burring of rust rings) • treatment of fractures • burns exceeding superficial partial thickness • treatment of bruises by drainage • immunisations such as Hepatitis B vaccine or rabies vaccine when given in the context of an injury • physiotherapy, dental treatment, acupuncture, chiropractic or massage when referred by a registered health professional. |
| <p>No treatment case</p> | <p>A work-related injury or illness that requires no first aid or medical treatment.</p> |

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| <p>Occupational illness</p> | <p>As the distinction between occupationally induced and community induced illness may be uncertain, it is important to apply a consistent rationale. Examples of questions that should be asked include:</p> <ul style="list-style-type: none"> • Has an illness been clearly diagnosed? • Does it appear that the illness is caused by or mainly caused by, suspected agents or other conditions at work? • Are there suspected agents or conditions present in the work environment? • Has there been exposure to a sufficient degree and/or duration to cause the illness? • Is the illness attributable mainly to non-occupational exposure? <p>Incidents having non-occupational illnesses must be recorded as having occurred in monitored jurisdiction.</p> |
| <p>Restricted work case (RWC)</p> | <p>A work-related injury or illness that results in the employee being unable to perform one or more of their routine functions following the incident. It must include an approved Certificate of Capacity from a registered health professional.</p> <p>An injury or illness is not classified as an RWC when the medically imposed restrictions limit activities other than the employee's routine functions</p> |

Origin uses the Occupational Safety and Health Administration (OSHA) Recordkeeping Regulation for classification of injuries and illnesses. For further information refer to: **OSHA Recordkeeping Handbook OSHA 3245-03R 2006.**