



HEALTH, SAFETY AND ENVIRONMENTAL EMERGENCY RESPONSE

DOCUMENT TITLE: ACCIDENT/INCIDENT REPORTING
SYSTEM

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DOCUMENT NUMBER: BCS-HSE-04-4.1

Revision History

| Version | Date | Description of Revision | Reviewed | Approved |
|---------|-------------|---|-------------|----------|
| 0 | 19 Feb 2011 | Initial release of document | WGS | WGS |
| 1.0 | 14 Apr 2011 | Approved for Release | SMG | SMG |
| 1.1 | 04 Dec 2011 | Removal of references to Marstel | WGS | WGS |
| 2.0 | 03/04/12 | Periodic Review Inclusion of Appendix B and C | WGS | SMG |
| 3.0 | 16 Jul 14 | Periodic Reviewed | WGS | LRC |
| 3.1 | August 16 | Periodic Review and update New Zealand Health and Safety at Work Act 2015 Removal of Vault from document | WST | WST |
| 3.2 | May 17 | Update reporting flowchart to include notification to Worksafe | LCN | WST |
| 3.3 | Aug 18 | Periodic Review. Update of flowchart. Remove Appendix A. Reference to Environmental A,B,C | WST/IDR/LCN | SMG |
| 3.4 | Aug 20 | Minor Administrative Changes | GAM | GAM |
| 3.56 | Jul 21 | Minor Nomenclature Changes | GAM | GAM |

Next Scheduled Revision: June 2022

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ACCIDENT/INCIDENT REPORTING SYSTEM

PURPOSE

To describe the system used to report, assess, investigate and close-out incidents, near misses and safety concerns.

SCOPE

The company Accident/Incident Reporting System is to be used on all Stolthaven Terminals sites.

REFERENCES

Australia

Refer to Environment Essentials Obligations register

New Zealand

Refer to Environment Essentials Obligations register

DEFINITIONS

Incident

Shall include a work event which:

- Results in personal injury or illness
- Damages Plant and/or Equipment that could have created danger to people
- Causes damage to company motor vehicles



Major Incident

Refer to relevant agency definition for relevant jurisdiction.

Notifiable Incident

Refer to relevant agency definition for relevant jurisdiction.

Serious Injury or Illness

Refer to relevant agency definition for relevant jurisdiction.

Dangerous Incident

Refer to relevant agency definition for relevant jurisdiction.

Incident/Near Miss

An incident which, under slightly different circumstances, could have caused an “incident” as defined above. This will include any unsafe act or condition (safety concern) someone might notice.

First Aid Injury

A First Aid Injury (FAI) is an injury where first aid treatment (first assistance or treatment given before the arrival of a qualified medical practitioner) only is required.

Medical Treatment Incident

A medical treatment incident (MTI) is any work related injury or illness requiring more than minor first aid treatment by a registered medical practitioner.

Lost Time Incident

A lost time incident (LTI) is an injury or illness that results in time lost of one or more complete work period(s) due to a work related accident or illness. For delayed onset cases the original event must be verifiable.

Potential for Serious Harm

An incident/accident that under slightly different circumstances would have caused serious harm.



Environmental Incident

A type of non-injury incident reported as an abnormal occurrence involving the unplanned release of material.

Hazard

A hazard that could actually or potentially cause serious harm, or:

- Harm of which the severity depends on the frequency or extent of a person's exposure to the hazard, or
- Harm that does not usually occur or is not easily detectable until a significant time after the exposure to the hazard.

Supervisor

The immediate Supervisor of the Stolthaven Terminals Employee or Contractor.

Public Complaint

A complaint made by any individual or representative of a public body via any media to include verbal by word of mouth or telephone, any electronic correspondence or written correspondence in reference to any Stolthaven Terminals on-site or off-site activities.

RESPONSIBILITIES

All Employees

All Employees are responsible for:

- Reporting all incidents they witness or are involved in immediately to your Supervisor
- Assisting in the recording, investigation and prevention of incidents.
- Any and all statutory obligations under the relevant regulations of the local jurisdiction



Site Manager

Responsible for:

- Ensuring all injuries are treated immediately.
- Ensuring all incidents are reported.
- Arranging immediate remedial actions where identified.
- Ensuring that the Incident Report is recorded in the electronic recording system (ecoPortal) as soon as practicable and the relevant process(es) as laid out in the Incident Management System are followed.
- For all incidents, informing the Operations Manager and or General Manager (who will in turn consider the need to inform the SHEQ Manager) and the local Health and Safety Representative (if in place) as soon as practicable.
- Where appropriate, carry out an investigation.
- To accept or decline Accident/Incident Report investigation recommendations.
- Integral involvement in the incident investigation.
- Ensuring accepted recommendations are implemented and where appropriate these are communicated as part of shared learning.
- Ensuring reports are completed and signed off or an appropriate action plan is in place for actions that require an outage/shutdown within a 90 day period.

Health and Safety Representative

- To be integrally involved in all incident investigations.
- To assist the Site Manager in the reporting and documenting of all incidents.

General Manager

- Where appropriate notifying the Stolthaven President, Compliance & Risk manager and SHEQ Manager of incidents.
- Ensuring all necessary control actions are completed to prevent escalation.
- Facilitating the investigation into the more serious incidents.
- Ensuring staff involved in incident investigation receive adequate training and refresher training into the investigation methodology (taproot or root cause analysis).
- Reviewing all incident reports and investigations so as to ensure a minimum quality standard is maintained.
- Ensuring notification of relevant incidents to **external authorities**. If the General Manager is not available, then the Operations Manager will undertake the notification. Notification is by way of a telephone call as soon as possible after the occurrence but in all cases within agreed timeframe, followed up with written documentation as soon as practicable.
- Tracking incomplete actions/recommendations within the electronic recording system.



SHEQ Manager

- To provide leadership in relation to accident and incident management.
- To provide guidance to all staff in relation to accident and incident management.
- To ensure through review and auditing that established and appropriate standards are maintained.
- To ensure that Company accident and incident investigation policies, procedures are communicated and adhered to, at all Company locations.

Procedure

Reporting and Investigation

All incidents must be reported to the Operations Manager immediately.
All incidents must be recorded in the electronic system within 24 hours

The Operations Manager, General Manager and the Health and Safety Representative will jointly decide the severity of the incident, and the level of investigation required.

The investigation will be held as soon as practicable, but preferably within 3 days to ensure accurate recording of details.

The formation of an investigation team will include those directly involved in the incident, the Operations Manager, the Health and Safety Representative and others as deemed appropriate. The investigation team leader should be someone not directly involved in the incident. This will ensure objectivity throughout the investigation. The team will ensure those affected by any recommendations are advised.

Interference at the Scene of an Incident

The scene of an incident where External Authorities are notified must be kept secure and not interfered with unless:

- The scene must be made safe to render assistance to injured people or to prevent further mishap or danger to people, plant or the environment.
- Approval is given by the appropriate External Authority.



External Agency Notifications

Fatalities

Fatalities are to be reported to the Police by the General Manager or by the Operations Manager (or nominated delegate). All other notifiable incidents are to be reported by the General Manager (or nominated delegate), according to the country/state requirements.

Motor Vehicle Accidents

In the event that an employee is involved in a motor vehicle accident while driving a company vehicle and or in the course of their employment, in addition to complying with the statutory requirements of the local jurisdiction you must report the accident to the General Manager as soon as possible.

Closing out Incident Reports

After the investigation is complete notification will be forwarded to the National General Manager, Operations Manager, Compliance & Risk Manager and SHEQ Manager for review. This will include any actions items, attached documents and safety measures. The General Manager will discuss any items that may require further investigation with the Operations Manager and when satisfied with the recommendations they will sign off within the electronic recording system.

If the recommended actions are not able to be completed in a timely manner (either due to the requirement for a shut down/plant outage or awaiting approval from the Senior Management Team); the Operations Manager will track them until all actions are completed. Once all items have been completed then the report will be closed in electronic system. Relevant Control Measures are reviewed following a major incident.

Information to be made available to all Staff

Abridged information collated within electronic system each month, will be used to update the Safety Noticeboards.

Information relating to all incidents will be reviewed by the National General Manager, Operations Manager, Compliance & Risk Manager, SHEQ Manager and Health and Safety Representative(s) to assist in determining future safety management strategies & decisions.

Where an incident has identified information that is relevant to other sites for training and education purposes a 'Lessons Learned' document will be prepared and circulated by the Operations Manager.



External Reports

All external reports must be reviewed and approved by the General & Operations Manager prior to issue.

DOCUMENTATION

Stolthaven Terminals Accident/Incident Report Form (Ecoportal – electronic)

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Accident and Incident Flow Chart



