

GALAXY STAFFING POLICIES & PROCEDURES

ACCIDENT AND INCIDENT REPORTING

Validated	01 August 2026
Scope	This policy outlines the procedures that are to be adopted when any person has an accident, near miss or when a dangerous occurrence occurs on the premises.
Purpose	Brief definitions and examples of an accident and a near miss are given. • An accident is an unplanned event that causes injury to persons, damage to property, or a combination of both. • A near miss is an unplanned event that does not cause injury or damage but could do so. This policy provides guidance to managers and staff on how to report any accident or incident.
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Signature	

Policy

This policy covers reporting and recording procedures for managers, employees and non-employees. Suitable information and training will be given to all personnel regarding accident reporting, and the location and completion of the accident book. The person responsible for coordinating all incident reporting is the Office Manager.

Accident/Incident Management

Incidents and accidents should be managed in an appropriate manner to contain and eliminate any danger and minimise risk. Immediate first aid or emergency medical treatment should be sought where there are injuries.

The Accident Book

All accidents resulting in personal injury must be recorded in the accident book. The accident book is in the office in the locked cabinet and contains information that must be recorded under law. The accident book will be reviewed regularly by senior management in conjunction with staff safety representative, to ascertain the nature of incidents that have occurred in the



workplace. This review will be in addition to an individual investigation of the circumstances surrounding each incident.

All near misses must also be reported to management as soon as possible so that action can be taken to investigate the causes and to prevent recurrence.

Reporting Responsibilities

The following will be reported, under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR):

- any incident that results in over seven consecutive days of incapacity for work (within 15 days)
- accidents resulting in death or major injury (immediately). A photocopy of the completed form will be kept with other records, including documents on the accident investigation
- dangerous occurrences, including physical acts of violence to staff
- reportable diseases and medical conditions.

Records of injuries that lead to over three days of incapacitation will be kept in the accident book. The particulars kept will be as specified in schedule 1, Part 2 of RIDDOR.

Reporting Procedure: Employees

In addition to an entry in the accident book, any accident or dangerous occurrence must be reported to a responsible person. Injuries which occur while carrying out work duties off-site must be reported in the same way and the occupier of the site should be advised accordingly.

If an injury renders an employee unable to make an entry in the accident book, a witness or someone who is able to enter an account of the incident should make the entry. The employee's account must be entered as soon as possible after the event.

Employees must ensure that they are aware of the location of the accident book. All accidents and near misses must be recorded, however minor. Unless the organisation is informed of these incidents, it will be unable to take remedial action.

Where an accident results in absence from work, employees must tick the appropriate box on the self-certification form. Employees who are absent as a result of an accident at work must keep the organisation informed of their progress, up to and including a return to normal duties.

Reporting Procedure: Managers

If an accident, injury, incident or near miss is reported by a member of staff, the responsible line manager should ensure that appropriate entries are made in the accident book.

Accidents and incidents which are reportable under the RIDDOR should be escalated to the registered manager or responsible person who will arrange for an appropriate report to be made to the Health and Safety Executive (HSE).

Accidents resulting in death or serious injury will be reported by phone to the HSE RIDDOR incident reporting centre. All other accidents and incidents will be reported using the



appropriate online form on the HSE RIDDOR website. A copy of all RIDDOR reports should be kept.

All accidents should be investigated by a responsible manager to ascertain the exact circumstances and the root causes. Lessons should be learnt and recommendations from accident investigations included in future safety procedures, risk assessments and standard operating procedures as appropriate.

Accident records will be reviewed (audited) regularly by the Operations Manager or responsible person, in conjunction with staff safety representatives, to ascertain the nature of incidents that have occurred and whether there are any patterns or identifiable risks. This review will be in addition to an individual investigation of the circumstances surrounding particular incidents.

If an injury, damage incident or near miss is reported to a member of management, the manager should ensure that appropriate records are maintained.

If the incident results in over seven consecutive days of incapacity for work, it is reportable under the RIDDOR. The accident should be reported online (on the HSE website) within 15 days.

Records should be kept of injuries which lead to over three days of incapacitation. The particulars kept should be as specified in schedule 1, Part 2 of RIDDOR.

Major incidents (as defined in RIDDOR) must also be reported online to the RIDDOR database immediately. A photocopy of the completed form should be kept with other organisation records including documents on the accident investigation. They should also be kept to advise the insurers of a potential claim.

Line managers must keep records of any developments to the injured person's health, up to and including a return to normal duties. The manager must check that self-certification forms submitted by an injured employee are completed to reflect that the absence was caused by a work accident.

The manager is responsible for assisting contractors and visitors in complying with the policy regarding accident reporting while on the premises.

Reporting Procedure: Visitors/Contractors

Any non-employee who is involved in an accident or near-miss incident while on the premises must report the incident immediately to the person responsible for his or her presence on site. If the person responsible is not available, the visitor/contractor must obtain the assistance of a responsible person to ensure that our procedure is followed.

All injuries must be reported in the accident book, however minor. Visitors and contractors who are unable to enter their own account into the book must arrange for another person to make an



entry on their behalf. Visitors and contractors should also notify their own employer where applicable.

Accident Reporting Procedure: Members of the Public

If an injury occurs to a member of the public on our premises that results in their removal from site for hospital treatment, this is immediately notifiable online to the RIDDOR Database

