



TOMAX
L O G I S T I C S

Providing safe & secure, end-to-end supply chain solutions since 1987

Tomax Logistics Australia

Accident/Incident Investigation Procedure

Document # 20100208-002A

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Authorised: Group Human Resources & Compliance Manager

DEFINITIONS

The following should be regarded as an accident/incident for the purposes of this procedure.

- (i) An accident - any unplanned event that resulted in injury or ill health of people, or damage or loss to property, plant, materials or the environment or a loss of business opportunity.
- (ii) A "near-miss" incident - any event, which under slightly different circumstances, may have resulted in injury or ill health of people, or damage or loss to property, plant, materials or the environment or a loss of business opportunity.
- (iii) Other Incidents - other incidents include threatening behaviour and physical violence.
- (iv) Dangerous occurrence - any incident that has a high potential to cause death or serious injury.

REPORTING AN ACCIDENT/INCIDENT

All accidents/incidents must be recorded by the injured party, department manager, first aider present or witness using the digital form located on the staff intranet "Tomatrix", or via the *Tomax Logistics Accident/Incident Investigation Form # 20110104-025A*. Where the injured party is off work either owing to the injury or on leave, the appropriate manager may complete the form on their behalf.

Completed investigation forms should be returned within 24 hours of the incident occurring as per the instructions at the bottom of the form. Recipients must ensure that the information contained on the form is kept confidential and digitally stored in the secure server folder.

Forms must be easily accessible to all staff by being placed on the forms directory in the work server, and on the Tomatrix and staff should be made aware of the investigation forms and their location.

IMMEDIATE REPORTING OF SERIOUS ACCIDENTS OR INCIDENTS BY TELEPHONE

Where a serious accident/incident (see List of Serious Incidents below) has occurred either at or outside workplace involving staff of Tomax Logistics operating in a work capacity, the Workplace Manager should be telephoned immediately on 1300 186 629 (1300 1TOMAX). If unanswered, staff must notify:

- (i) First Contact - Chris Chalmers (Chief Executive Officer) - 0405 500 480; or
- (ii) Second Contact - Damien Van Trier (Group HR & Compliance Manager) – 0412 529 328

The Workplace Manager will decide what level of further investigation is required and whether the manager needs to attend the incident based on the facts obtained from the telephone conversation.

Even though a telephone call to the Workplace Manager has been made, an Accident/Incident Investigation Form must be completed and submitted as described above.

List of Serious Incidents

The following list is indicative rather than exhaustive:

- Statutory dangerous occurrences, e.g. collapse of a structure; lifting gear failure; boiler explosion – anything with high potential to kill or injure.
- Injuries beyond the scope of first aid – i.e. referred to hospital by the first aider for treatment (not just as a precaution)
- Safety-related incidents involving the emergency services
- Incidents likely to attract the attention of the statutory authorities, or warrant investigation should they be alerted
- Near-miss incidents (with high impact potential) involving members of the public
- Incidents likely to attract negative media attention

These incidents/accidents may need to be reported to WorkSafe via the appropriate online forms, and the manager processing the incident form should identify if the matter is reportable via the checklist at <https://www.worksafe.vic.gov.au/report-incident-criteria-notifiable-incidents>

ACCIDENT INVESTIGATION

Following any accident, incident or near miss, the department deemed to be in control of the area where the incident occurred will ensure that an accident investigation is undertaken. The investigation will be to establish the immediate and underlying causes in order to prevent a similar incident occurring in the future. Staff completing the investigation must use the *Tomax Logistics Accident & Incident Investigation Form # 20100208-001A*

Advice can be freely sought from the Workplace Manager to assist with the investigation. All members of staff are required to cooperate fully with investigations conducted in the interests of health and safety.

TRADE UNION SAFETY REPRESENTATIVES

Trade Union Safety Representatives may request that the Workplace Manager inform them of any accidents or incidents in which one of its members is involved. In order to comply with the data confidentiality laws, information supplied to the Safety Representative will not contain personal details (name, address etc) of the Injured Party unless the Injured Party gives consent. Trade Union members are at liberty to inform their Trade Union Safety Representative of any accident or incident in which they are involved.

DEALING WITH MEDIA INTEREST

Whilst individuals have certain rights and freedoms, Tomax Logistics Australia does need to protect its reputation by conveying only accurate and consistent information to the Media. Tomax Logistics staff are, therefore, asked not to comment on any accident or incident without express permission from the Managing Director or their immediate Line Manager. Any enquiries by the Media should be referred to the Managing Director.