



# Incident Procedures

## **Purpose**

As part of this organisation's risk management policy, drivers and other staff will report all incidents involving drivers, passengers and pedestrians. In addition, all critical incidents are to be investigated. This procedure outlines how drivers and operators will meet this requirement.

## **Procedure**

1. All incidents will be reported to management including:
  - Injuries to staff
  - Injuries to passengers or pedestrians
  - Accidents involving vehicles and or Incidents of violence, aggression or school children misbehaviour.
2. Where one of the above occurs the driver is to advise the operator ASAP. Notification will take place via phone call and verbally in person when the driver returns to base.
3. On receipt of the notification the manager will ensure all formal notifications take place. The manager will refer to table below for further details.
4. In the case of a critical incident the driver or other staff will provide a written report of the incident. Critical incidents include:
  - Any injury to passengers, pedestrians or members of the public
  - Any injury to an employee requiring time off work
  - Any accident where the vehicle is unable to continue the journey and/or
  - Any violence, aggression or other life threatening incident (including by school children).
4. The driver will provide a written report of the incident by completing page 1 of the organisation's Critical Incident Report Form. The Report must be provided to the operator as soon as possible after the incident.
5. On receipt of this report the operator/manager or their delegate will investigate the incident. This will involve completing Page 2 of the Critical Incident Report Form.
7. In investigating the incident the owner/manager may:
  - Consult with relevant staff including the employee representative or safety manager as appropriate.
  - Consult with relevant authorities including OTSI and Police as appropriate.
  - Examine the work area where the incident took place.
  - Examine the bus and other relevant items
  - Examine the operational activities or steps leading up to the incident.



8. The investigation should focus on both the immediate reason for the incident (e.g. Coach driver hurt back lifting bags) and underlying causes of the incident (e.g. Driver fatigued, no training on manual handling etc.)

9. The Investigation will not be a blaming exercise but rather a collaborative approach to devise strategies to prevent a similar incident from occurring again.

10. The results of the investigation (including remedial action) will be recorded on page 2 of the Critical Incident report form. Where appropriate the owner/ manager will also:

- Discuss the incident at staff meetings (including OHS committee as appropriate)
- Include the issue on the organisation's Risk Register

The Office of Transport Safety Investigation may also request and OTSI investigation form be completed.

11. The Investigation report will be reviewed within 2 months to ensure all remedial action has been completed. The form will then be filed in a designated folder.

## Purpose

Bus Operators are under legal obligation and a community expectation to professionally manage the immediate impact and aftermath of any accident. This organisation is therefore committed to maintaining effective emergency procedures to protect the safety of the employees and members of the public.

## Emergencies

Emergencies are abnormal or dangerous situations that require immediate attention.

They may include:

- Serious injury to staff or public
- Serious vehicle accident
- Armed hold-up or other violent or life threatening incident.

## Responsibilities

<b>Driver:</b> Immediate Response	<b>Director:</b> Overall Management and Media	<b>Operations Manager:</b> On-site Management And follow up
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<p>Responsible for: Alerting depot and emergency services. Evacuating passengers and rendering area safe. Responding to requests for assistance from emergency service personnel as required.</p>	<p>Responsible for: coordination of the organisation's emergency response i.e. provision of Replacement services etc. The Proprietor/Managing Director will nominate a back-up person in case they Are not available on the day. All media enquiries, interviews and press Releases.</p>	<p>Responsible for: Management at the emergency scene. Reporting to government agencies (e.g. OTSI and Roads and Maritime) and formally investigating incident. Coordinating psychological counselling for affected staff as required.</p>
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## Emergency Communications

The driver shall contact the base via the depot's emergency hotline number. Where this number is engaged or the emergency occurs after business hours, the driver should contact:

- The proprietor
- Bus Depot manager

## Emergency Procedure

1. The driver will contact the depot and emergency services (phone000) and provide details of the.

A) Nature of the emergency (e.g. vehicle accident, violent incident, etc.)

- Location of vehicle
- Nature of the injuries (if any)
- Whether emergency services have been contacted
- Any other relevant information

2. The driver will evacuate the bus where appropriate and direct the passengers to a safe area. Where persons are injured the driver will provide all possible assistance until help arrives.



3. The depot manager and appointed staff will visit the scene of the emergency to lend any necessary assistance to the driver and other parties until emergency services arrive.
4. All media enquires will be directed to the nominated media spokesperson.
5. The driver (or manager where the driver is incapacitated) will complete a critical incident report on their return to the office.
6. The operator must also ensure that OTSI is notified and an internal investigation of the incident is undertaken. Refer to incident reporting and investigation procedure.
7. Where appropriate the issue will also be raised at staff meetings and listed on the risk register to develop options to prevent re-occurrence.
8. The operator will ensure that the driver and affected employees are provided with trauma counselling where appropriate.