

# INCIDENT MANAGEMENT AND INVESTIGATION POLICY

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Corporate Policy Document

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| <b>Document reference</b> | GES-POL-IM-001                 |
| <b>Version</b>            | 1.0                            |
| <b>Policy owner</b>       | Shaye Grant, Managing Director |
| <b>Approved by</b>        | Shaye Grant, Managing Director |
| <b>Effective date</b>     | 22nd July 2026                 |
| <b>Next review</b>        | 22nd July 2027                 |

## DOCUMENT CONTROL

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### Version History

| Version | Date           | Description of change | Author   |
|---------|----------------|-----------------------|----------|
| 1.0     | 22nd July 2026 | First issue           | S. Grant |

### Approval

| Name        | Position          | Signature and date                   |
|-------------|-------------------|--------------------------------------|
| Shaye Grant | Managing Director | <i>Shaye Grant</i><br>22nd July 2026 |

### Distribution

This policy is issued to all directors, employees, workers and sub-contractors of Grants Electrical Solutions Ltd, forms part of induction, and is available to clients and other interested parties on request.

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## **1 POLICY STATEMENT**

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- 1.1 Grants Electrical Solutions Ltd is committed to responding to every incident promptly and professionally, protecting people first, meeting every statutory reporting obligation, investigating to root cause, and acting on the findings so that the same incident cannot happen twice. Reporting is a duty on every member of staff and no one will ever be criticised for reporting in good faith.

## **2 SCOPE AND DEFINITIONS**

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- 2.1 This policy applies to all directors, employees, workers, consultants and sub-contractors of the Company at every location where the Company works, and covers every category of incident:
- (a) accidents and injuries, including electric shock, arc flash and burns, however minor;
  - (b) cases of work related ill health;
  - (c) dangerous occurrences and near misses, being events which did not cause harm but had the potential to;
  - (d) property damage, including damage to client premises, installations, plant or vehicles;
  - (e) environmental incidents, including spills and uncontrolled releases;
  - (f) security and information incidents, including theft, loss of equipment or documents, and suspected personal data breaches, which are also handled under the Data Protection and UK GDPR Policy; and
  - (g) road traffic collisions on Company business.

## **3 IMMEDIATE RESPONSE**

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- 3.1 On any incident, the priority order is: make the area safe without personal risk, including safe isolation of electrical danger; administer first aid and call 999 where needed; prevent escalation; and preserve the scene where the incident is serious, disturbing it only to help casualties or prevent further danger.
- 3.2 The Managing Director is informed immediately by telephone on 01626 374 059 for any injury, electric shock, dangerous occurrence, environmental incident or significant damage, and in every other case on the same working day.

## **4 REPORTING AND RECORDING**

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- 4.1 Every incident, including near misses, is recorded on the day it occurs in the Company's incident record, capturing date, time, location, persons involved, witnesses, a factual description, immediate cause and immediate actions taken. Photographs are taken where they assist and do not involve identifiable individuals unnecessarily.
- 4.2 The Managing Director assesses every incident against RIDDOR 2013 and reports specified injuries, over 7 day incapacitation, occupational diseases, dangerous occurrences and gas related events to the HSE within the statutory timescales. Environmental incidents are reported to the Environment Agency where required. Personal data breaches are assessed and where required reported to the ICO within 72 hours under the Data Protection and UK GDPR Policy. Road traffic collisions are reported to insurers and, where required, the police.

- 4.3 Clients are informed promptly and honestly of any incident on their premises, and the Company cooperates fully with any client, principal contractor, HSE, police or other official investigation.

## **5 INVESTIGATION**

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- 5.1 Every incident is investigated by the Managing Director at a level proportionate to its actual and potential severity: a documented review for minor events and near misses, and a full investigation for injuries, electric shocks, dangerous occurrences and any event with serious potential.
- 5.2 A full investigation establishes the facts through site examination, statements from those involved and witnesses taken separately and without blame, and review of relevant RAMS, training records, equipment inspection records and certificates; identifies immediate, underlying and root causes; and is completed within 10 Business Days wherever practicable.
- 5.3 The purpose of investigation is prevention, not blame. Disciplinary action arises only where there has been recklessness, deliberate violation or dishonesty, and is handled separately under the Disciplinary and Grievance Policy.

## **6 CORRECTIVE ACTION AND LEARNING**

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- 6.1 Every investigation produces corrective actions with a named owner and completion date, which may include changes to RAMS, equipment, training, supervision or this policy. Actions are tracked to closure by the Managing Director, and the lessons are briefed to all staff through toolbox talks, with relevant findings shared with sub-contractors.

## **7 RECORDS AND REVIEW OF PERFORMANCE**

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- 7.1 Incident records, investigation reports and RIDDOR submissions are retained for a minimum of 3 years, and longer where personal injury claims are possible. Incident and near miss data is reviewed by the Managing Director to identify trends, and performance is reported where clients or accreditations, including CHAS, require it.

## **8 NON-COMPLIANCE**

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- 8.1 Failure to report an incident, concealment of an incident, or interference with an investigation is a serious disciplinary matter which may amount to gross misconduct, and for sub-contractors is a breach of their terms of engagement.

## **9 REVIEW**

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- 9.1 This policy is reviewed at least annually by the Managing Director and after every significant incident, with changes recorded in the version history and reissued to all staff.

**Signed for and on behalf of Grants Electrical Solutions Ltd**

Signed: 

Shaye Grant, Managing Director Date: 22nd July 2026