



DUBAI AVIATION CITY CORPORATION OHSE CODE OF PRACTICES



DATE: 28.10.2019

DACC CODE OF PRACTICE – INCIDENT INVESTIGATION
REPORTING



INCIDENT INVESTIGATION REPORTING

DACC CODE OF PRACTICE

Document Reference No.: DACC.DS.OPS.OHSE.OST.01A1

1.0	INTRODUCTION	3
2.0	COMPETENCE, TRAINING AND AWARENESS	5
3.0	REQUIREMENTS	6
3.1	General Requirements	6
3.2	Duty to Notify	6
3.3	Roles and Responsibilities	7
3.4	Classification of OHSE Incidents	8
3.5	Investigation of Incidents	9
3.6	Incident Accident Records	10
3.7	Incident Risk Rating	10
4.0	RECORD KEEPING	11
5.0	REFERENCES	11



INCIDENT INVESTIGATION REPORTING
DACC CODE OF PRACTICE

Document Reference No.: DACC.DS.OPS.OHSE.OST.01A1

1.0 INTRODUCTION

- (a) This Code of Practice (COP) is mandatory to all duty holders, entities or organizations operating within the Dubai South jurisdiction. This COP is designed to incorporate requirements set by Dubai Aviation City Corporation (DACC) – Occupational Health, Safety and Environment (OHSE) Department and Dubai South Management. If requirements of this document conflict with requirements set by another regulatory authority, employers / organizations are required to follow the more stringent requirement.
- (b) This Code of Practice (COP) shall be applicable for all types of **Occupational and Work Related Accidents and Illnesses** in the workplaces within Dubai South jurisdictions – including but not limited to *government and private offices, warehouses, industries, hotels and recreation facilities, commercial establishments etc.*
- (c) Operational facilities means the business operating in Dubai South such as Offices, Educational Institutions, Medical Facilities, Logistics and Warehouse Facilities, Factories, Recreational Facilities, Multi Store Apartments, Retail Facilities, etc. and all other facilities which are registered under Dubai South License.
- (d) A duty Holder is defined as;
 - (i) the person(s) who owns or is in control, through contact or tenancy, of non-domestic premises;
 - (ii) With regard to multiple tenanted premises, the duty holder shall be the person who owns or is in control of the building, including access and egress
 - (iii) All other persons shall cooperate with the with the duty holder to allow them to comply with their duties requirements under this COP.
- (e) In order to learn lessons from adverse events, incidents and near misses Dubai Aviation City Corporation (DACC) –OHSE Department aims to ensure the reporting of any event, which has potential for unintended or unexpected physical injury, disease, disability or death of a person and property damage.
- (f) The reporting of incident /accident and illness will include death, days away from work, restricted work or transferred medical treatment beyond first aid, loss of consciousness, a significant injury and any accident / incident, which result in loss of property.
- (g) Reporting of Incidents by duty holders within Dubai South Jurisdiction is mandatory as per **Dubai Aviation City Corporation (DACC) –OHSERF - Regulations 3 – Legal Compliance**. The Importance in reporting of any incident/accident to the Authority is to uncover the root cause of incident/accident along with finding suitable recommendations or modification to the existing operational procedures to prevent re-occurrence of similar incidents/accidents.
- (h) Failure to Report/Notify any incident/accident to **Dubai Aviation City Corporation (DACC) – OHSE Department** is an offence and may be liable for penalties/sanctions.
- (i) When things do go wrong it is now widely accepted that the response should not be one of blame and retribution, but one of learning, with an overarching aim to minimize risk.



INCIDENT INVESTIGATION REPORTING DACC CODE OF PRACTICE

Document Reference No.: DACC.DS.OPS.OHSE.OST.01A1

1.1 DEFINITION

Incident: Any event that could have or did lead to unexpected or unintended harm, loss or damage to staff, visitor, third party, environment, property or premises.

Dangerous Occurrence: 'Dangerous occurrence' means an occurrence arising from work activities in a place of work that causes or results in –

- (a) The collapse, failure, explosion, bursting, electrical short circuit discharge or overload, or malfunction of any work equipment,
- (b) The collapse or partial collapse of any structure under construction or in use as a place of work,
- (c) The uncontrolled or accidental release, the escape of any chemical, fume, gas or the ignition of any substance,
- (d) A fire involving any substance, or
- (e) Any unintentional ignition or explosion of explosives, as may be prescribed.

Occupational Illness: A condition that results from exposure in a workplace to a physical, chemical or biological agent to the extent that the normal physiological mechanisms are affected and the health of the employee is impaired thereby and includes an industrial disease.

Property Damage: Property Damage incidents do not affect the OHSE performance statistics but do provide a means of early identification of potential problem areas.

Near Miss: An incident, which could have but did not result in harm, loss or damage to staff, visitor, property or premises.

Lost Time Injury (LTI): A Lost Time Injury occurs when an employee cannot return to work for more than 3 days (not including the day of accident) due to an injury or illness.

Lost Workday Cases (LWDC): A work related injury or illness that results in an injured person temporarily unable to perform any regular job or restricted work activity on a subsequent scheduled workday or shift, supported by a medical report from an approved medical practitioner.

Note: Lost Time Injury (LTI) vs Lost Work Day Cases (LWDC); A lost time injury is a reporting requirement and is a collection of a number of different consequences that can occur following an incident, such as a permanent disability or more than 3 days off work, etc. A lost workday case is a single injury or illness which has resulted in a workday being lost, excluding fatalities.

Restricted Workday Cases (RWDC): is a work-related injury or illness that results in limitations on work activity that prevent an individual from doing any task of his/her normal job or from doing all of the job for any part of the body.

Notification: Notifying the serious incidents to *Dubai Aviation City Corporation (DACC) OHSE Department* using the DACC – Dubai South OHSE Incident Notification and Investigation Report form Part (A) Incident Notification DS.OHSE.P.CORP.06.INR.F000 within 24 hours.



INCIDENT INVESTIGATION REPORTING DACC CODE OF PRACTICE

Document Reference No.: DACC.DS.OPS.OHSE.OST.01A1

Reporting: Reporting of incidents investigation findings using the *Dubai Aviation City Corporation (DACC)* OHSE Incident Notification and Investigation Report form Part (B) Incident Investigation DS.OHSSE.P.CORP.06.INR.F000 within 3 working days from the date of an incident occurring at a workplace that results in the serious incidents.

OHSE Investigation: The term incident investigation shall refer to the internal investigation undertaken by the duty holder and/or the *Dubai Aviation City Corporation (DACC)* OHSE investigation for the purpose of identifying the root cause of OHSE incidents and identifying appropriate corrective actions to prevent recurrence.

Note: OHSE incident investigations for judicial purposes, including required control of the incident location and the collection of evidence, can only be undertaken by an investigator assigned by Dubai Police, the public prosecutor's office and the court.

Corrective Action: Action to eliminate the cause of a detected incident and/or accident

Preventive Action: Action to eliminate the cause of a potential incident and/or accident

Victim/s: Party/ies directly involved in an incident

Witness/es: Party/ies who saw the actual event that led to an incident and/or accident

OHSE: The term OHSE refers to Occupational, Health, Safety and Environment

2.0 COMPETENCE, TRAINING AND AWARENESS

- (a) Duty holder shall ensure that OHSE incident investigation training complies with the requirements of:
 - (i) *Dubai Aviation City Corporation (DACC) –OHSERF - Regulations 6 – Competence, Training and Awareness.*
- (b) Duty holder shall ensure that person(s) designated to undertake the internal OHSE investigation are competent in the application of techniques employed in the investigation.
- (c) Duty holder shall provide additional expertise where required due to complexity of the internal OHSE investigation or the technical nature of investigation.
- (d) Duty holders shall ensure that a record of the required training contains the following information:
 - (i) Company, name and company employee ID number;
 - (ii) Emirates ID number / Dubai South ID Pass;
 - (iii) Topic / subject of training;
 - (iv) Training provider;
 - (v) Date of training; and



INCIDENT INVESTIGATION REPORTING
DACC CODE OF PRACTICE
Document Reference No.: DACC.DS.OPS.OHSE.OST.01A1

(vi) Person conducting the training.

3.0 REQUIREMENTS

3.1 General requirements

Incident / Accident Prevention measures should be given maximum importance which may be achieved by regular Risk Assessment, Safety Audits, medical screening etc. One should not wait for a serious injury to occur before appropriate steps are taken to control a hazard. Action taken after a “near miss” can prevent future injuries and losses resulting from damage. However, any OHSE incident/accident at the workplace needs to be addressed adequately by the duty holder

3.2 Duty to notify

The duty holder shall ensure that the following types of accidents/incidents (including Fire incidents) are reported to Dubai South (Emergency Control Center – 24x7) immediately by telephone on **80027738**.

The below injury conditions must also be reported to **Dubai Aviation City Corporation (DACC) – Dubai South OHSE Department** in writing within 24 hours of the incident/accident on the relevant Accident/Incident Notification Form DACC.DS.OHSE.P.CORP.07.INI.F01. The completed form must be submitted to **Dubai Aviation City Corporation (DACC) – Dubai South OHSE Department** by email at ohse@dubaisouth.ae

It remains the responsibility of the duty holder to ensure that this form is received by **Dubai Aviation City Corporation (DACC) OHSE Department**. Employers and employees are obliged under duty & law to disclose accident data to Safety representatives and Authorities.

The types of accidents that require immediate notification are as follows:-

- (i) Fatality
- (ii) Any fracture other than finger, thumbs or toes
- (iii) Any amputation
- (iv) Dislocation of the shoulder, hip, knee or spine
- (v) Loss of sight (temporary or permanent)
- (vi) Chemical or hot metal burn to the body
- (vii) Penetrating eye injury
- (viii) Any injury resulting from an electric shock which causes unconsciousness, resuscitation, hospital admittance
- (ix) Any other injury that results in unconsciousness or the casualty needing resuscitation
- (x) Any injury resulting in the casualty being admitted to hospital for more than 24 hours



INCIDENT INVESTIGATION REPORTING DACC CODE OF PRACTICE

Document Reference No.: DACC.DS.OPS.OHSE.OST.01A1

- (xi) Any major injury suffered as a result of an accident arising out of or in connection with any work carried out in the premises
- (xii) Any injury suffered by a person not at work (e.g. a visitor, customer, client, passenger, by-stander) as a result of an accident arising out of or in connection with work where that person is taken from the accident site to hospital for treatment.
- (xiii) Any chemical/Gas/waste leak/discharge with a potential for OHSE Impacts
- (xiv) Accidents that include non-consensual physical acts of violence done to a person at work, suicide in/out of work.
- (xv) Occupational/Reportable/Infectious Diseases

3.3 Roles and responsibilities

3.3.1 Employers / Duty holders / Stakeholders

- (a) Duty holders shall undertake their roles and responsibilities in accordance with the general requirements of *Dubai Aviation City Corporation (DACC) –OHSERF – Regulation 5 – Leadership, Roles, Responsibility and Self-Regulation* and *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 15 – Incident Management*.
- (b) Each duty holder is required to develop a procedure that defines how incident investigation will be undertake and managed.
- (c) The duty holder's incident investigation program shall address, at a minimum:
 - (i) Process of recording, investigating and analyzing OHSE incidents;
 - (ii) Process for classification of incidents and incident types;
 - (iii) Roles and responsibilities of all stakeholders involved in incident investigations
 - (iv) Ensure investigations are performed by competent person(s) in consultation and coordination with relevant stakeholders;
 - (v) Ensure investigations are performed in timely manners;
 - (vi) Terms of reference for investigations;
 - (vii) Contents of an investigation reports;
 - (viii) Process to determine the root causes of OHSE incidents;
 - (ix) Identify opportunities for corrective and preventive actions and;
 - (x) Ensure effective communication of the outcomes of the investigation to the relevant stakeholders;



INCIDENT INVESTIGATION REPORTING

DACC CODE OF PRACTICE

Document Reference No.: DACC.DS.OPS.OHSE.OST.01A1

- (d) Duty holders shall also ensure that the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 15 – Incident Management* are also considered when developing their internal incident investigation procedures.
- (e) Review corrective and preventive action plans and its effectiveness
- (f) Validate the Incident/Accident Report whenever necessary
- (g) Report the incident/accident record summary to *Dubai Aviation City Corporation (DACC) OHSE* completing the Incident Notification Form - DACC.DS.OHSE.P.CORP.07.INI.F01

3.3.2 Employees

- (a) Employees shall undertake their roles and responsibilities in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 5 - Leadership, Roles, Responsibility and Self-Regulation*.
- (b) Follow information, instruction and training provided to them by the employers regarding emergency response procedure in case of an emergency.
- (c) The employee (if he is able) to immediately report the incident or accident to Immediate Supervisor.
- (d) Immediate Supervisor to mitigate the hazard or hazardous event that led to the incident or accident.

3.4 Classification of OHSE incidents

3.4.1 Incident Type

- (a) The types of OHSE incidents to be recorded, notified and/or listed below:
 - (i) Lost Time Injury;
 - 1. Fatality;
 - 2. Permanent Total Disability;
 - 3. Permanent Partial Disability and;
 - 4. Lost Workday Case;
 - (ii) Serious Injury;
 - (iii) Serious Occupational Illness Disease;
 - (iv) Serious Dangerous Occurrence;
 - (v) Restricted Work Case;



INCIDENT INVESTIGATION REPORTING
DACC CODE OF PRACTICE
Document Reference No.: DACC.DS.OPS.OHSE.OST.01A1

- (vi) Medical Treatment Case;
 - (vii) First Aid Injury;
 - (viii) Equipment / Property Damage: and
 - (ix) Near Miss
- (b) Duty holder should note that regardless of the classification, all incidents shall be recorded and investigated internally.

3.4.2 Recordable vs Reportable Incidents

- (a) The duty holders shall ensure that all incidents/accidents shall be recorded, whether reportable or not, to ensure effective collection of OHSE incident and performance data.
- (b) The term “Reportable” as used in this COP refers to Notification and Reporting requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 15 – Incident Management*.

3.5 Investigation of incidents

All incidents should be investigated with a view to determining their cause and to determining the action that should be taken to prevent any similar incident in the future. The formality and depth of the investigation should be proportional to the severity or potential severity of the incident. The names of witnesses should be recorded and any relevant photographs taken should be identified, captioned and dated. The investigation should consider all the relevant evidence. This may include the site where the incident occurs, plant, the type of load being handled or substances being used, systems of work, responsibilities and people involved, including their physical or mental condition, training and competencies. It is important to investigate not only the direct cause of an incident, but also to determine the underlying cause or causes, which are often the real cause of an incident.

3.5.1 How to investigate an Incident

Step One: Gathering detailed information: How, what, why, where, who, activities, differences / unusual occurrences; proper procedures and protocols being followed; risk known and understood; were processes / systems in place sufficient to prevent occurrences; training and competencies sufficient?; what other conditions might have affected the issue.

Step Two: Analysis of information: Sequence of events which should be charted, underlying and root causes to be identified: human failing, process breakdown/ inadequacy; job factors, plant, equipment and organizational factors.

Step Three: Identifying suitable risk control measures: Recommendations, timeliness of implementation, priorities, similar risk / adverse events occurred before / elsewhere? These are seen as opportunities for the corrective and preventive actions (CAPA) to be put into place.



INCIDENT INVESTIGATION REPORTING

DACC CODE OF PRACTICE

Document Reference No.: DACC.DS.OPS.OHSE.OST.01A1

Step Four: Action Plan and Implementation: SMART measures: Which and how and when risk control measures to be implemented and followed up; submission of all paperwork, and approval for action plan signed off with delegated responsibility for follow-up and closure.

Step Five: Close-out of the incident: involves all relevant stakeholders being informed as to the outcomes of all processes that an incident may have included.

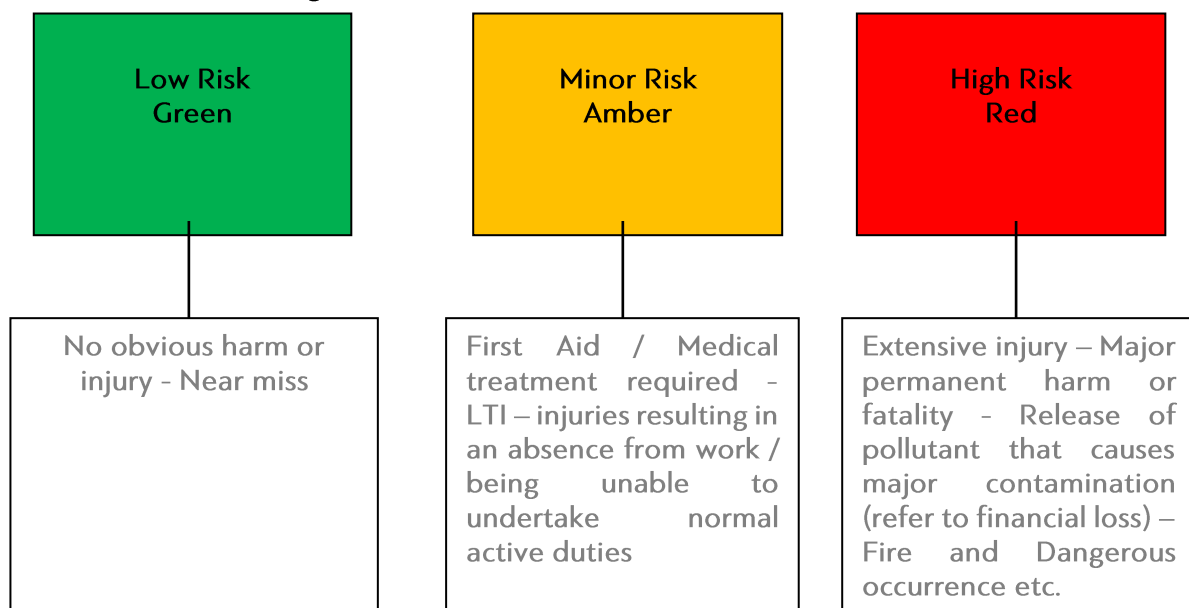
3.6 Incident / accident records

The occupier of any workplace shall establish and maintain an accident/incident record system at the workplace and shall make this record available to *Dubai Aviation City Corporation (DACC)* OHSE Team. This system shall contain the following information

- (i) Nature of accident
- (ii) Description and cause
- (iii) Name/details of worker/staff affected
- (iv) Treatment given
- (v) Days of absence
- (vi) Corrective action taken

3.7 How to assess the severity of an incident

Incident Risk Rating





INCIDENT INVESTIGATION REPORTING

DACC CODE OF PRACTICE

Document Reference No.: DACC.DS.OPS.OHSE.OST.01A1

4.0 RECORD KEEPING

Duty holder shall ensure record keeping in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 8 – Document Control and Record Management* for the purpose of performance review in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 14– Performance Management* and *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 19 – Management Review*.

5.0 REFERENCES

NO.	DOCUMENT NAME	DOCUMENT NO.
1	Risk Management	DACC OHSERF – Regulation 2
2	Legal Compliance	DACC OHSERF – Regulation 3
3	Leadership, Roles, Responsibilities and Self-Regulations	DACC OHSERF – Regulation 5
4	Competence, Training and Awareness	DACC OHSERF – Regulation 6
5	Communication, Consultation and Participation	DACC OHSERF – Regulation 7
6	Document Control and Record Management	DACC OHSERF – Regulation 8
7	Emergency Management	DACC OHSERF – Regulation 13
8	Performance Management	DACC OHSERF – Regulation 14
9	Incident Management	DACC OHSERF – Regulation 15
10	Management Review	DACC OHSERF – Regulation 19
11	Emergency Preparedness	COP - DACC.DS.OPS.OHSE.OST.03.EP
12	Fire and Life Safety	COP - DACC.DS.OPS.OHSE.FLS.01.FL