



Accident & Incident Investigation Policy

Accident:- "any unplanned event that results in personnel injury or damage to property, plant or equipment.

Near-miss:- "an unplanned event which does not cause injury or damage, but could have done so." Examples include: items falling near to personnel, incidents involving vehicles and electrical short-circuits.

For accidents or near misses occurring at Spotless Offices:

- If serious or life threatening call 999 immediately.
- At the Spotless Office - use the first aid kit in the kitchen on the first floor to treat minor injuries
- On a client's site, use their first aid kit - the location of which is noted on your job spec
- Inform the office immediately on 01283 599219. If nobody is available immediately call Peter Hill (07725 349613.) If Peter Hill is not present, immediately inform Lisa Hill (07498753530.)
- For less serious injuries inform the office/Peter/Lisa without calling 999
- Once the injured person is safe, fill out the Accident Reporting Form on Connecteam.
- The accident must be reported to the client for their reference
- Office team update the Accident Register at: 'ADMIN NEW/Employees/HR/Accident Register.xlsx'

www.spotlesslyclean.com | info@spotlesslyclean.com

Burton 01283 599219 | Derby 01332 561635 | Lichfield 01543 406156 | Ashby 01530 251707

Spotless Midlands Ltd Glensyl Way Burton on Trent DE14 1LX

Include the following:

1. Date of the incident
2. Time of the incident
3. Who was involved
4. What injuries were suffered
5. What damage was caused
6. What treatment was required
7. What treatment will be required in future
8. If any time off work is required (note total time off once returned to work)
9. Any other relevant info pertaining to the cause of the incident such as footwear, what was being carried, what equipment was being used etc.
10. Any faults with equipment or fittings etc.
11. Anything that can be done to avoid a similar incident in future