



# What You Need to Know, What You Need to Do, How to Do It

*The Rhino Safety Series of Fact Sheets*

## Accidents and Incidents in the Workplace

### What happens if there is an accident or incident in my workplace?

One of the most frequently asked questions we receive is “What do we do if there is an accident at work?”. The most important answer to this is “Don’t panic!”. The following tips will guide you step-by-step through the processes you should follow if you are faced with an accident or incident in the workplace.

#### 1. Treat the casualty:

Your Appointed Person or First Aider should either administer first aid if appropriate, or call the relevant emergency services. This has to be the priority of any accident, but the circumstances and environment must also be considered; would approaching, touching or moving the casualty place anyone at greater risk? In the case of minor accidents, that probably won’t be the case, but if the accident has involved falling from height, electricity, or falling loads, then there may be potential for further harm.

*(N.B: An ‘Appointed Person’ is an employee authorised by the employer to take control if an injury or illness occurs. They act in the absence of a trained first aider and have the responsibility of summoning help. They should be trained to a level that means they are competent in emergency situations, but they are not required to be formally qualified. A ‘First Aider’ is an individual who has taken formal training and achieved qualifications approved by the Health & Safety Executive that are refreshed before their current certificate expires.)*

#### 2. Record the accident:

All accidents or incidents must be recorded by the Appointed Person or First Aider as soon as possible after the event. Ideally, you should keep an Accident Book (available directly from the HSE, or from all good stationers and other retail stores) which will ensure you record all necessary information. If you don’t have an Accident Book, you should have an alternative method of recording the following information:

- The name of the casualty;
- The date and time of the accident or incident;
- The circumstances (including location and witnesses) of the accident or incident;
- The details of any injuries sustained;
- The details of any treatment given.

The Accident Book or record should be kept in a secure and suitable location to enable easy inspection.

#### 3. Report:

Some injuries and illnesses must be reported to the HSE within certain timescales under the R.I.D.D.O.R. Regulations. This does not automatically mean that you will receive an inspection, and it certainly does not admit or imply any liability, so make sure you make the necessary reports if applicable. For further information on what is reportable, contact Rhino Safety for a free fact sheet or go to [www.hse.gov.uk/riddor/reportable-incidents.htm](http://www.hse.gov.uk/riddor/reportable-incidents.htm)

# Making Safety Second Nature

## 4. Investigate:

Make sure you conduct a thorough and transparent investigation into the accident or incident. Accidents can and do happen; your job is to consider whether or not it could have been reasonably foreseen and/or prevented. The casualty and any witnesses should be fully involved in the investigation, and it should happen as soon as possible after the event.

## 5. Review your Risk Assessments:

Whether or not your investigation has found that the accident or incident could have been reasonably foreseen or prevented, you should still review your Risk Assessments, and amend if necessary.

You may also need to consider notifying your insurance company depending on the severity and nature of the accident; check your policy for details of what is required.

For further information or to discuss the specific implications for your business, please contact us at:  
[info@rhinosafety.co.uk](mailto:info@rhinosafety.co.uk) or **01270 440 341**.



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