

Accident / Incident Reporting Procedure

Contents

| | |
|--|---|
| 1. Overview | 2 |
| 2. Purpose..... | 2 |
| 3. Scope..... | 2 |
| 4. Definitions | 2 |
| 4.1. General definitions:..... | 2 |
| 4.2. Types of Incident: | 2 |
| 5. Roles and Responsibilities..... | 3 |
| 5.1. Senior leadership | 3 |
| 5.2. Faculty/Directorate | 4 |
| 5.3. Health and Safety Managers | 4 |
| 5.4. Central Health and Safety Services Team | 4 |
| 5.5. University Health and Safety, Sustainability and Wellbeing Board (HSSWB)..... | 4 |
| 5.6. First Aiders | 4 |
| 5.7. Staff and students | 4 |
| 5.8. Contractors and Visitors | 4 |
| 6. Reporting Incidents Procedure | 5 |
| 6.1. Reporting an incident | 5 |
| 6.2. Assigning an investigator..... | 5 |
| 6.3. Investigating the Incident | 5 |
| 6.4. Completing Assigned Actions | 6 |
| 6.5. Closing the Record | 6 |
| 6.6. Notifying Regulators and/or Insurance Providers | 6 |
| 7. Data Protection..... | 7 |
| 8. Further Guidance | 7 |
| 8.1. Related Legislation:..... | 7 |
| 8.2. Related University documents: | 7 |
| 8.3. Other related guidance: | 7 |
| 9. Document History..... | 7 |

1. Overview

This procedure outlines the process for reporting and managing accidents and incidents that occur within the university premises or during university-related activities off campus using the [University of Greenwich Online Incident Reporting Tool](#).

For assistance with accessing or using the reporting tool, contact safetyunit@greenwich.ac.uk

2. Purpose

This document aims to establish a standardised approach to reporting, investigating, and addressing accidents and incidents, in accordance with the [Health and Safety at Work Act 1974](#) and the [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 \(RIDDOR\)](#).

3. Scope

This procedure applies to all staff, students, visitors, and contractors involved in university activities on or off campus, including field trips, meetings, and training courses.

4. Definitions

4.1. General definitions:

“Accidents” - Events that result in injury or ill health, or cause damage or loss to property, plant, materials, or the environment.

“Hazard” - A situation, condition, or activity that has the potential to cause harm, damage, or loss.

“Incident” - An event or occurrence that results in or has the potential to result in harm, damage, or loss. This could include accidents, near misses, and other undesired circumstances.

“Remedial Action” - Corrective steps taken to address the root cause of an incident or to prevent similar occurrences in the future.

“Risk” - The likelihood or probability of a hazard causing harm, injury, or damage, often combined with the severity of the outcome.

“Root Cause” - The primary underlying factor or issue that leads to an incident or accident, as opposed to symptoms or secondary issues.

“Undesired Circumstances” - Incidents involving unacceptable behaviour, security breaches, fires, fire alarm activations, or fire safety breaches.

4.2. Types of Incident:

“Environmental Incidents” - Any incident that has caused or has the potential to cause harm to an environmental receptor (e.g., air, water, land, wildlife, or local habitat) or results in inefficiencies in resource use (e.g., gas, water, or electricity).

“Fires” - Any fire (major or minor) occurring in a university-owned or managed building, including accommodation, or within university grounds. There are separate forms available for recording fire drills, unplanned fire alarm activations, and fire safety breaches.

“Illness” - Any illness occurring while conducting university business, including but not limited to fainting, dizziness, or seizures, chest pains or panic attacks, stomach-ache, nausea, or vomiting, pregnancy-related complications, asthma-related or allergic reactions or any work-related illness or disease listed as a [reportable incident](#) under the Health and Safety Executive (HSE) Reporting of Injuries, Disease and Dangerous Occurrence Regulations 2013 (RIDDOR).

“Incident with injury” - Any accident occurring during university activities that results in an injury to an employee, student, visitor, contractor or member of the public.

“Near Miss” - An incident that did not result in harm, but had the potential to cause injury, ill health, damage or loss.

“Non-injury Incident” - Incidents that do not result in injury but involve property damage, catastrophic maintenance failures, or safety hazards, including, road traffic accidents, lift failures, significant power outages, floods, legionella control concerns, potential or actual disturbance of asbestos-containing materials.

Note: Building maintenance issues or faults should be reported via the [Staff Facilities Management Helpdesk webpage](#) or the [Student Facilities Management Helpdesk webpage](#).

“Safeguarding Concern” - Any incident involving a risk of harm, exploitation, or abuse, including radicalisation. This does not include incidents related to wellbeing or mental health concerns, which should be reported as a Wellbeing Concern (see below)

“Security Incident” - Any incident involving theft, loss, or trespassing, unauthorised access, intruder or panic alarm activations or suspected drug-related activities.

“Unacceptable Behaviour” - Incidents involving unreasonable conduct that causes distress or discomfort, including threatening gestures, words, or actions.

This does not include harassment, bullying, discrimination, hate incidents, or sexual misconduct. For these, please use the University’s [Refer and Support Platform](#).

“Wellbeing Concern” - Any incident related to the concern of an individual's wellbeing or mental health. Wellbeing is defined as a state of positive feelings, comfort, health, and happiness.

5. Roles and Responsibilities

5.1. Senior leadership

This responsibility extends to members of the Vice-Chancellor’s Executive (VCE), Faculty Operating Officers (FOOs), Executive Directors, Deputy Directors, Associate Directors, Deputy Deans, some Heads of School, or their designated nominees. These individuals are responsible for ensuring that an effective investigation is conducted, appropriate to the nature of the incident.

5.2. Faculty/Directorate

Faculty/Directorate staff must ensure that their staff, students, visitors, and contractors receive a health and safety induction. This induction should include information on how to access the [online reporting system](#).

5.3. Health and Safety Managers

The Health and Safety Manager (or relevant deputy) supports the Senior Leadership in ensuring an effective investigation is conducted. They are also responsible for closing incident reports and providing feedback to the individual concerned, where applicable.

5.4. Central Health and Safety Services Team

The central Health and Safety Services (HSS) team will maintain administrative oversight of all records and investigations, supporting others in fulfilling their responsibilities, as required. The HSS team is also responsible for informing the University Insurance Manager about incidents that may impact insurance arrangements.

The Associate Director of Health and Safety (AD H&S) is also individually responsible for reporting specific accidents to the Health and Safety Executive (HSE), in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), where the incident arises 'out of, or in connection with, work'.

5.5. University Health and Safety, Sustainability and Wellbeing Board (HSSWB)

The University Health & Safety, Sustainability, and Wellbeing Board (HSSWB) will review and monitor statistics related to accidents, incidents, and fires, as compiled by the Health & Safety Services team.

5.6. First Aiders

First aiders must use the [online reporting system](#) to record any assistance they provide.

5.7. Staff and students

All staff and students are required to promptly report any accident, incident, near miss, work-related illness, or dangerous occurrence using the University's [online reporting system](#), should they occur on University premises or during University-related activities off-campus. If the affected individual is unable to complete the report themselves, it is their responsibility to ensure someone else submits the report on their behalf.

Staff and students are also expected to cooperate fully with any subsequent investigations by responding promptly to requests for information or action, as appropriate.

Staff responsible for incident investigations must also attend relevant training to ensure they are competent in conducting investigations. They should consult and coordinate with relevant Faculty/Directorate colleagues to gather facts, collect evidence, take or arrange for remedial actions, identify the root cause of the incident, and make recommendations to prevent recurrence, as appropriate.

5.8. Contractors and Visitors

Contractors and visitors working on University premises or engaging in University-related activities are required to report any accidents, incidents, near misses, work-related illnesses, or dangerous occurrences using the University's [online reporting system](#). If an

individual is unable to complete the report themselves, their nominated University contact must ensure that it is submitted on their behalf.

Visitors and contractors are also expected to fully cooperate with any investigations, providing relevant information as needed.

Contractors may also need to take actions arising from an accident investigation and must ensure that all of their employees working on a University site are made aware of the contents of this document.

6. Procedure

6.1. Reporting an incident

The [accident/incident reporting system](#) can be accessed via the [University portal](#) for staff and students and through the [Health & Safety external web pages](#) for visitors and contractors.

Accident/incident reports should be completed by the person involved. If they are unable to do so, security personnel, a faculty/directorate representative or a witness wishing to do so, may complete the report on their behalf. Relevant supporting documents (e.g., photos, witness statements) can be attached where applicable to ensure it is documented properly.

Security personnel, Faculty/Directorate first aiders, or any witness may also submit a report to document their observations, regardless of whether the affected person has reported the incident or not.

Certain incidents, such as theft, physical or verbal abuse, may require police involvement. If a report is made to the police, the Crime Reference Number or any other police reference should be included in the incident report. This ensures that University staff can assist with any subsequent requests for information/evidence.

6.2. Assigning an investigator

Once an accident/incident report is submitted, it is automatically routed to the appropriate category administrator, such as the Health and Safety Services Team, the Safeguarding Officer, Wellbeing Team, Estates & Facilities Directorate, Fire Safety Officer

The administrator will then assign an investigator, typically a Health and Safety Manager, Local Health and Safety Officer, or the Associate Dean for Student Success.

6.3. Investigating the Incident

The assigned investigator will coordinate and consult with relevant colleagues to determine the cause of the incident. This may involve, gathering and reviewing evidence, taking witness statements, visiting the incident/accident location, taking photographs, reviewing risk assessments and procedures and identifying root causes.

Based on the findings, the investigator will take or recommend corrective actions to prevent future incidents/accidents. For more details, refer to the [Accident/Incident Investigation Guide](#).

6.4. Completing Assigned Actions

Individuals responsible for corrective actions must ensure that all actions and supporting evidence are logged in the task manager section of the online incident reporting platform.

If an action is incorrectly assigned, it is the responsibility of the recipient to reassign it to the appropriate person to ensure prompt resolution.

6.5. Closing the Record

Once the investigation and all required actions are completed, the investigator will submit the report for approval to the appropriate Faculty/Directorate Lead or the Lead Safeguarding Officer (LSO), or their nominee.

If further information is required, the approver may request additional details via an assigned action or by re-assigning the action/report with comments for further review to the investigator or appropriate individual.

Once the approver confirms that the investigation is suitable, effective and complete, they will notify the Health and Safety Manager (or relevant person) so that the record can be closed. Where appropriate, feedback will be provided to the individual who reported the incident/accident.

6.6. Notifying Regulators and/or Insurance Providers

As outlined in the Responsibilities section, the Associate Director of Health and Safety (AD H&S) is responsible for ensuring that specific accidents are reported to the Health and Safety Executive (HSE) as required by the [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations \(RIDDOR\) 2013](#).

The AD H&S must be immediately notified of the following types of accidents, incidents, or work-related diseases:

- Accidents resulting in the death of a University employee or self-employed person, a specified injury, or the inability to perform normal duties or attend work for more than seven consecutive days (excluding the day of the accident).
- Accidents involving a non-employee (e.g., student, member of the public) who suffers an injury and requires immediate hospital treatment directly from the scene of the accident.
- A University employee reporting a diagnosis of a specified work-related disease.
- Specified dangerous occurrences that may not cause injury but have the potential to cause significant harm.
- A major fire.

In all such cases, an Accident/Incident Report should also be completed in the usual manner using the University's [online reporting system](#)

The Central Health and Safety Services Team will also keep the University Legal Counsel informed about incidents that may impact insurance arrangements.

7. Data Protection

All information recorded within the online incident reporting system is classified as ‘**Highly Sensitive**’ in accordance with the [University’s Information Security Policy, Privacy Impact Assessment, and Secure Data Handling procedures](#). To ensure compliance, a Privacy Impact Assessment and an Information Security Checklist have been conducted and completed.

Access to records is strictly limited to individuals with an authenticated University account. Incident reports and related documentation are shared only within the platform, and strictly on a ‘need-to-know basis’, in accordance with statutory and legal requirements under the General Data Protection Regulations (GDPR).

Incident records are retained in line with the [Health and Safety Services\(HSS\) Team's Records Retention Schedule](#).

8. Further Guidance

8.1. Related Legislation:

In addition to the general duties contained in the Health and Safety at Work etc Act 1974, other, more specific sets of Regulations and guidance may apply.

Links to these and further general guidance on Procedures for Accident/Incident Reporting can be found on HSE web pages [Reporting Accidents and Incidents at Work](#) and [Report Accidents and Illness](#).

8.2. Related University documents:

- [HS003 Accident/Incident Investigation Guidance](#)
- [EVOTIX User Guidance](#)
- [Policy for Information Security, Privacy Impact Assessment and Secure Data Handling](#)
- [HSS team Retention schedule](#).

8.3. Other related guidance:

- [Health and Safety at Work Act 1974](#)
- [RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations](#)

9. Document History

Details of previous reviews are as follows:

| Review Date | Reviewer | Summary of Review |
|-------------|---------------------------------|--|
| 02/05/2024 | Vikki Wood (AD H&S Services) | New document, v24.2 - converted from a webpage. |
| 17/07/2025 | Vikki Wood (AD H&S Services) | Accident / Incident reporting documents HS001 (Code of Practice) and HS002 (Procedure) combined and transferred to correct template. New revision v25.1 |

This document will be reviewed at least annually hereafter.