

Incident Learning: What happened?

SAPREF - Employee Ankle Injury – reported late

EXPECTED:

It was expected that the Foreman would report the incident to company management on the 14th of Nov, the day that the incident occurred.

ACTUAL:

On the 20th of Nov, at approximately 06:50, an employee reported an injury incident that occurred 7 days prior to the Site Supervisor.

IMPACT:

- The injured employee did not receive immediate medical attention at the time of her injury.
- She endured pain and continued to strain her ankle for an extended period, which could have caused a long-term medical condition.
- She had to seek private medical care the following day on the 15th of Nov.



What are the learnings for implementation?



Reporting Culture

- Build a positive culture around incident reporting

Investigation Processes

- Thorough investigation process to be done before taking deciding whether disciplinary action is necessary.
- Service providers to share lessons learnt from Incidents instead of disciplinary action only.

Safety Culture

- Facilitate the sharing of good Safety Management practices between service providers.