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Subject	Incident and accident reporting and investigation procedure

Incident and accident investigation

How incidents are reported, responded to, investigated and closed out.

PURPOSE AND SCOPE

This procedure covers every workplace environmental, health and safety event on a Telic assignment: fatalities, lost time and medical treatment injuries, first-aid cases, occupational illness, near misses, unsafe acts and conditions, property and equipment damage, spills and releases, fires, vehicle incidents and security incidents during travel. It applies to the director, engineers from our network and subcontractors. On client sites the client's incident process leads; Telic reports into it, takes part in it and runs this procedure for its own learning and records. It implements TE-POL-01.

1. IMMEDIATE RESPONSE

- Make the area safe: stop the work, trip or shut down equipment if needed and safe to do so, raise the alarm.
- Give first aid within own competence and call the site medic or emergency services; follow the emergency response plan TE-PRC-03.
- Contain spills and releases where it is safe, and preserve the scene and evidence for the investigation.

2. REPORTING

Who	When and how
Engineer to site supervisor	Immediately, by radio, phone or in person; then on the site's incident form.
Engineer to director	Same day, by phone (+31 6 51345316), followed by a written account in the daily report.
Director to client	Same day to the client's project lead, if not already done by the site.
Director to authorities and insurer	As required by law of the country of work (in the Netherlands serious accidents to the Netherlands Labour Authority) and by the insurance policy.

3. INVESTIGATION AND ROOT CAUSE

- Every event is investigated; the depth follows the actual and potential severity. Near misses with high potential are investigated as if the injury had occurred.
- The director leads the Telic side and takes part in the client's investigation. Facts are gathered from the people involved, the site, permits, risk assessments, photos and datalogs.
- Root cause is found with the client's method or with 5-Why and a causal factor timeline: what happened, why the controls did not work, which underlying cause (procedure, training, equipment, planning, behaviour) allowed it.

4. CORRECTIVE ACTIONS AND CLOSE-OUT

- Corrective and preventive actions are recorded in the Telic incident register with owner and due date.
- The director tracks each action to completion, checks that it worked, and closes the event in the register.
- Lessons learned are shared with the engineers in the network and included in the next assignment brief; procedures are revised where the root cause points to them.
- Incident statistics (hours, injuries, rates) are kept per year and reported in client prequalification systems.

5. TRAINING

The director is trained in incident investigation and root cause analysis through VCA-VOL (safety for operational supervisors) and MIST, and refreshes this with the training plan (TE-TRN-01). Engineers are briefed on the reporting steps of this procedure before their first Telic assignment and at site inductions.

6. RECORDS

Incident register, investigation reports, actions and close-out evidence are kept for ten years (TE-HSE-01, section 18).

RESPONSIBILITIES

Director: owns this procedure, leads investigations, keeps the register and closes actions.
Every engineer: reports every event immediately, preserves the scene and cooperates fully with the investigation. There is no blame or retaliation for reporting in good faith.

Signed on behalf of Telic Engineering B.V. (digitally signed)
Remco Petersen, Director · 28 October 2026

Digitally signed by Remco Petersen
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