

# Health & Safety Standards



Document  
Number:  
HSEE-03-03

Date Effective:  
2022-10-22

Revision No:  
003

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Title:  
Incident Reporting, Notification and Investigation

## 1.0 INTRODUCTION

This standard provides a structured approach for responding to, classifying, investigating, sharing and learning from workplace incidents. The goal of this standard is to operationalize organizational learning to prevent future incidents at NB Power. NB Power acknowledges that in order to prevent future incidents we need to have a supportive culture that maximizes reporting; focuses on learning with prevention as a goal; dedicates resources and energy to implementing corrective actions in a timely manner; and effectively shares lessons learned.

## 2.0 SCOPE

This standard applies to any health and safety incident occurring at all NB Power locations, or facilities. This standard applies to employees or contractors who have been involved in workplace incidents. NB Power also documents incidents involving members of the public to track, trend and implement corrective actions as appropriate.

## 3.0 REFERENCES

Occupational Health & Safety Act	Section 43
EC Standard A-2-2018	Standard for Recording & Measuring Occupational Injury/Illness Experience & Transportation Incidents
EC Standard A-4-2019	Standard for Recording & Measuring Serious Injury or Fatality Potential Incident
Edison Electric Institute	Safety Classification and Learning Model
H&S Incident Report	Incident Notification (145) E-Form
WorkSafeNB Policy N0.21-106	Accident Reporting and Application for Benefits
Form#205	Report of Vehicle & Equipment Damage

## 4.0 TERMS AND DEFINITIONS

The following terms and definitions are accepted by NB Power in keeping with the Edison Electric Institute and Electricity Canada Guidelines.

Apparent cause	The dominant reasonable cause of an incident / finding that management has the control to fix through effective corrective actions
Applicability Review	A process to assess whether the learnings of a given incident could apply to a specific division, site, equipment, workgroup etc.
Capacity	Incident with a release of high energy in the presence of a direct control where a serious injury is not sustained.
Challenge Meeting	A review of the causes and corrective actions with Investigation Stakeholders. The goal is to ensure causes are accurately captured

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	and corrective actions are appropriately assigned (names and dates) prior to Safety Corrective Action Review Board (SCARB) review.
Classification- EC	EC (Electricity Canada) classification is used to track and report safety incident stats based on incident types, outcomes, causes, hazards etc.
Classification – EEI SCL	Incident facts are compared against the EEI SCL (Edison Electric Institute Safety Classification and Learning Model) criteria to determine the prioritization of the incident in terms of actual or potential impact to human health and safety
Exposure	Condition where high energy is present in the absence of a direct control.
First Aid Injury	A workplace illness or injury that is limited to first aid treatment and does not lead to any loss of time from work or medical treatment. This includes all contacts where a self-assessment is done to determine if treated by a first aid attendant is required.
High Energy Serious Injury or Fatality (HSIF)	Incident with a release of high energy in the absence of a direct control where a serious injury is sustained.
Incident	An unplanned event that may or may not cause harm to people, equipment, material or the environment.
Incident Owner	Has overall accountability for the incident; notifications to internal and external stakeholders; ensuring the investigation is successfully completed; review and approval of the causes and corrective actions and ensuring corrective actions are completed.
Investigation Sponsor	A leader within the organization who has the authority to remove barriers for the investigation team (schedules, overtime, budgets, etc.)
Lessons Learned	Knowledge gained from experience that supports continuous improvement. It must be clearly described, objective, define the value of repeating or preventing the lesson, and be linked to a specific activity.
Lost Time Injury	A workplace injury or illness that leads to time lost from work beyond the date of the injury as a direct result of an Occupational Injury/Illness Incident. The time off work is under the direction of a health care professional. For specific direction on this injury and its management, additional support is required from Total Health and Safety. Please see Appendix D for decision flow chart
Low Energy Serious Injury or Fatality (LSIF)	Incident with a release of low energy in the absence of a direct control where a serious injury is sustained.
Low Severity	Low-priority incidents are de-prioritized in the model because they

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	did not result in or have the potential to result in a SIF
Medical Aid Injury	A workplace illness or injury that requires treatment beyond first aid, from a licensed health care provider, and does not lead to any time lost from work. For specific direction on this injury type, additional support is available from any member of the Total Health and Safety Department.
Near Miss	An unplanned event that does not result in injury/ loss to people, equipment, material or the environment however, under slightly different circumstances could have resulted in an incident.
Non-Work-related	Experiencing symptoms at the workplace that arise in the work environment but are solely due to non-work-related event, exposure or condition. This includes one's normal commute to and from the workplace.
Potential Serious Injury or Fatality (PSIF)	Incident with a release of high energy in the absence of a direct control where a serious injury is not sustained
Proactive	<p>An observation, assessment or inspection that detects a substandard act or condition and action is taken to mitigate a potential hazard prior to an incident occurring. There are two main types:</p> <ul style="list-style-type: none"><li>• Mitigating a hazard (e.g. removing a frayed extension cord from service, removing a tripping hazard)</li><li>• Stopping/mitigating an unsafe act</li></ul>
Restricted Work Injury	A work-related injury that results in an employee being unable to perform one or more routine tasks or unable to work the normal time period of their pre-injury / illness. This must be determined by a medical practitioner or Health Nurse. Please see Appendix B for decision flow chart
Serious Injury or Fatality (SIF) (as per the Edison Electric Institute)	<p>An incident resulting in at least one of the following outcomes:</p> <ul style="list-style-type: none"><li>• Fatality</li><li>• Amputation involving bone</li><li>• Concussion and/or cerebral hemorrhage</li><li>• Injury/trauma to internal organs</li><li>• Bone fractures (not finger or toe or hairline)</li><li>• Complete tendon/ligament tear</li><li>• Herniated disc (neck/back)</li><li>• Laceration resulting in severed tendon</li><li>• 2nd (10% body) or 3rd degree burns</li><li>• Eye injury resulting in damage or vision loss</li><li>• Injection of foreign material</li><li>• Dislocation of major joint</li></ul>

Serious Incident	A Tier 1 incident (HSIF, LSIF or PSIF) or any other incident with high learning value as determined by the Director of Total Health and Safety
SMART (corrective action)	<ul style="list-style-type: none"><li>• <b>Specific</b> - including enough detail stating exactly what needs to be done</li><li>• <b>Measurable</b> – there is objective criteria for closure of the action</li><li>• <b>Actionable</b> – using strong clear action verbs</li><li>• <b>Realistic</b> – the action is achievable by the individual it will be assigned to</li><li>• <b>Timely</b> – there is a realistic closure date</li></ul>
Success	Condition where a high energy incident does not occur because of the presence of a direct control.
Tier 1 Incident	The highest priority incidents as they have serious injury or fatality outcomes or potential (HSIF, LSIF and PSIF)
Tier 2 Incident	Incidents where high energy was present but lacked a release of energy, proximity to people or direct controls were present (Success, Capacity, Exposure)
Tier 3 Incident	Low priority incidents that do not have the potential to cause serious injury or fatality due to the absence of high energy (low severity)
Work Related	Injuries/illnesses that occur while an employee is performing work on behalf of the employer for pay or compensation. The task must be directly related to the performance of work assigned. This includes travel from home to an alternate place of work for meetings, training, etc.

## 5.0 **ROLES AND RESPONSIBILITIES**

### 5.1 **CEO and Vice Presidents (Executive Management)**

- Ensure that reporting and investigation processes are in place for incidents, regulatory events and near misses and proactive catches.
- Participate in Safety Corrective Action Review Board (SCARB) to provide executive oversight of Tier 1 incident causes and corrective actions as per SCARB Terms of Reference

### 5.2 **Executive Directors and Directors**

- Ensure division specific incident notifications processes are in place and followed.
- Ensure that all incidents within their Division are reported and have SMART corrective actions assigned to prevent reoccurrence.
- Ensure incident corrective actions are resourced and closed on time.
- Ensure completed Serious Incident investigations are reviewed with impacted workgroups.
- Ensure applicability review is performed within their Division as required.
- Approve Corrective Actions entered into the 145 e-form for Serious Incidents.

## 5.3 Director, Total Health and Safety

- Provide leadership and support to ensure the Incident Management procedure is implemented effectively and efficiently
- Ensure there are sufficient resources to classify incidents and conduct investigations and issue required communications as per this standard
- Ensure the effectiveness of the incident reporting, investigations and *corrective actions* are periodically assessed
- Ensure incident data is analyzed and trends are reported through the organization

## 5.4 Supervisors

- Create a trusting and supportive work environment with their employees to encourage incident reporting and investigations
- Ensure incidents are reported as soon as possible and within 24 hours.
- Notify their respective Health & Safety (HS) Field Support of incidents.
- Review Serious Incident Reports and Lessons Learned with their team members
- Identify causes and SMART corrective actions as required by this standard.

## 5.5 HS Field Support

- Review incidents for completeness and accuracy of information
- Classify incidents in accordance with the Edison Electric Institute Safety Classification and Learning Model (EEI SCL)
- Participate, as required, in the investigation process
- Assist the division or site with application of the standard as appropriate

## 5.6 Total Health and Safety

- Lead Serious Incident investigations
- Support classification of incidents as required
- Prepare and issue Tier 1 incident communications
- Perform data analysis and reporting of all incident data

## 5.7 Employees

- Immediately report incidents, regulatory events, near misses and proactive incidents.
- Support their supervisor and investigation team in incident investigations.
- Stop unsafe work and/or behaviors

## 5.8 JHSC Members/H&S Representative

- May participate in investigations
- May be asked to help perform applicability reviews
- Review Incident Communications and Reports
- Communicate Total Health & Safety initiatives through divisional Safety Meetings

## 6.0 STANDARD

To ensure a consistent approach for all incidents, regardless of outcome, this standard outlines the minimum expectations to be followed.

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## 6.1 Response

In the moments following an incident, regardless of severity, our organizational priorities are to:

1. Preserve life
2. Prevent injury
3. Protect the environment
4. Minimize impact to assets.

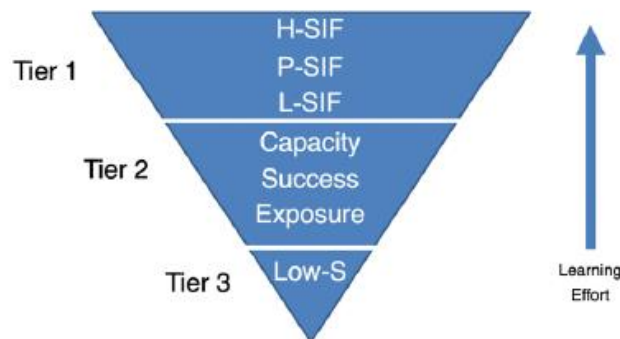
Once those goals are achieved, there are several other actions that must occur depending on the type and severity of the incident. The following steps must be followed for all incidents, but additional incident specific instructions can be found in Section 7 – Requirements.

Role	Action
Employees/Emergency Response	<p>Assess the situation and take immediate action:</p> <ul style="list-style-type: none"><li>• Refrain from altering <i>incident</i> scene and report <i>incident</i> immediately to <i>supervisor / manager</i>.</li><li>• Site specific incident/ emergency response protocols will apply.</li></ul>
Supervisor	<ul style="list-style-type: none"><li>• Ensure personnel receive medical care and notify emergency contact if required</li><li>• Contact HS Field Support as soon as reasonably possible</li><li>• Determine if the incident is immediately reportable to WorkSafeNB (Appendix C)</li><li>• Provide support to employees</li><li>• Contact additional support resources if required including grief and stress counselling (TH&amp;S to aid with activating EFAP).</li><li>• Notify internal/external stakeholders in accordance with Appendix C “H&amp;S <i>Incident</i> and <i>Regulatory Event</i> Notification”</li><li>• Gather witness statements from those present, take pictures of the scene and tailboard and provide to HS Field support.</li><li>• Ensure completion of <i>incident</i> report 145 in the <i>incident</i> management system as soon as feasible.</li></ul>
Division Managers	<ul style="list-style-type: none"><li>• Review <i>incident</i> report details in the <i>incident</i> management system and support the supervisor and employees as needed.</li></ul>
HS Field Support	<ul style="list-style-type: none"><li>• Advise Supervisor on initial steps and how to preserve the scene as required</li><li>• Collect facts and basic information to properly classify incident</li><li>• Gather witness statements from those present, take pictures of the scene and tailboard as required.</li></ul>

## 6.2 Incident Classification

Accurate and consistent incident classification is critical to ensure NB Power appropriately prioritize incidents for learning effort. All incidents must be classified in accordance with the EEI SCL. Classification outcomes are grouped to determine the appropriate level or

organizational learning effort for each incident (Figure 1). There is no hierarchy within the tiers.



**Figure 1 - EEI SCL Classification Learning Prioritization**

During the incident classification step, the details of the event will be validated, and the Health and Safety Incident Report may be updated to ensure it accurately reflects the outcomes of the incident.

All Tier 1 incidents must be validated by the Manager of Total Health & Safety prior to finalization.

Role	Action
Supervisor	<ul style="list-style-type: none"><li>Support HS Field Support with obtaining facts and details as required.</li></ul>
HS Field Support	<ul style="list-style-type: none"><li>Validate the health and safety incident report details and update information as required to ensure accurate reporting of the event.</li><li>Classify the incident utilizing the Edison Electrical Institute (EEI) criterion with facts obtained from the business.</li><li>Record the <i>incident classification, high energy source</i> and other details within the <i>incident management system (145 e-form)</i>.</li><li>Consult with <i>Manager, Total Health and Safety</i>, for incidents that could be classified as Tier 1.</li></ul>
Manager, Total Health & Safety	<ul style="list-style-type: none"><li>Review the incident details and validate the classification for possible Tier 1 incidents</li></ul>
Director, Total Health and Safety	<ul style="list-style-type: none"><li>Determine when Tier 2 or 3 incidents should be treated as a Serious Incident</li></ul>

## 6.3 Learn and Improve

Investigations are one element of a learning organization and critical to the success of high reliability organizations. Learning through investigation should:

1. Acknowledge that human error is a symptom of weakness in systems or defenses.



2. Focus on how work is done and seek to understand the work from the perspective of the person performing it.
  3. Focus on strengthening the system and not blaming individuals for unintentional errors
- The level of learning effort to understand the causes of an incident is triggered by the classification outcome in accordance with the EEI SCL

An *apparent cause investigation* will be completed for each HSIF, PSIF or LSIF *incident* except for Motor Vehicle Accidents (MVA's).

An *apparent cause Investigation* may be completed for non-HSIF/PSIF *incidents* or Motor Vehicle Accidents if requested by the Division Director or Executive Director and supported by the Director Total Health & Safety.

Learning effort timelines for each Tier are displayed in Appendix A.

### 6.3.1 Tier 3 - Low Severity Incidents

Low severity incidents offer the least amount of organizational learning opportunity. However, NB Power will still make efforts to understand the causes and to implement corrective actions to prevent reoccurrence. Tier 3 incident learning must be determined within 5 business days.

Role	Action
Supervisor	<ul style="list-style-type: none"><li>Identify causes and SMART corrective actions to prevent reoccurrence.</li></ul>
Incident Owner (one level above the supervisor)	<ul style="list-style-type: none"><li>Review and approve causes and corrective actions to ensure the incident has been adequately understood and actions will prevent reoccurrence</li></ul>
Director, Health and Safety	<ul style="list-style-type: none"><li>Ensure Tier 3 incidents are periodically reviewed and trended for supplemental learning opportunities.</li></ul>

### 6.3.2 Tier 2 Incidents

Tier 2 incidents represent circumstances where high energy hazards were present but noticed before an incident occurred (Exposure); an incident occurred, but direct controls helped mitigate a serious injury or fatality (Capacity); or where a high energy incident did not occur due to the presence of a direct control (Success). Each of these have unique learning opportunities that must be explored. Tier 2 learning must be determined within 10 business days.

Role	Action
Supervisor	<ul style="list-style-type: none"><li>Consider using the learning questions listed in the 145 Incident Notification e-form to identify and understand causes.</li><li>Identify SMART corrective actions to prevent reoccurrence</li></ul>

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Incident Owner (one level above the supervisor)	<ul style="list-style-type: none"><li>Review and approve causes and corrective actions to ensure the incident has been adequately understood and actions will prevent reoccurrence</li></ul>
Director, Health and Safety	<ul style="list-style-type: none"><li>Ensure Tier 2 incidents are periodically reviewed and trended for supplemental learning opportunities.</li></ul>

### 6.3.3 Tier 1 Incidents

Tier 1 incidents have a serious injury or fatality outcome or have the potential for serious injury or fatality. Tier 1 incidents offer the most significant learning opportunity and are given appropriate resources and oversight. Tier 1 incidents require an apparent cause investigation that must be completed within 40 business days.

Role	Action
Director, Total Health and Safety	<ul style="list-style-type: none"><li>Assign a competent Investigation Lead and provided additional health and safety resources as required.</li></ul>
Incident Owner (Director or Executive Director, Division)	<ul style="list-style-type: none"><li>Ensures the investigation is completed</li><li>Challenges the investigation for accuracy, SMART corrective actions</li></ul>
Sponsor (Site Manager, Division Manager, Project Manager or Facility Owner)	<ul style="list-style-type: none"><li>Ensure the Investigation Leader has access to resources, documents, and people.</li></ul>
Investigation Lead	<ul style="list-style-type: none"><li>Conduct <i>apparent cause investigation</i> using the Total Health and Safety investigation tools.</li><li>Conduct interviews with witnesses and personnel (technical experts, equipment suppliers, etc.) as soon as possible, but do not interrupt medical treatment to interview an injured employee and taking into consideration the employee's state of mind.</li><li>Examine the <i>Incident</i> scene or use photographs taken at the time of the <i>Incident</i>; take photographs and measurements and/or draw a diagram of the scene.</li><li>Conduct a document review; check training records, maintenance records, operational procedures/work instructions, job plans, tailboards etc.</li><li>Hold a "size up" meeting with THS team members, within 5 business days, to assess complexity and request additional resources and personnel as necessary to complete the investigation.</li><li>Act as the liaison between WorkSafeNB (WSNB) and NB Power as required</li><li>Identify causes and propose SMART corrective actions</li><li>Submit the draft report to Challenge Meeting Attendants.</li></ul>

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Role	Action
HS Field Support	<ul style="list-style-type: none"><li>Support the investigation leader as requested to obtain documentation, contacts, pictures, witness statements, etc.</li></ul>

## 6.4 Review

This section only applies to Serious Incidents. It is critical Serious Incident follow a comprehensive review process to ensure the details of the investigation accurately reflect the incident and that proposed corrective actions will effectively reduce risk in a timely manner.

Role	Action
Director, Total Health and Safety	<ul style="list-style-type: none"><li>Participate in challenge meeting</li><li>Contact the Vice President, Human Resources to schedule a SCARB review once the incident is classified as a Serious Incident</li><li>Participate in SCARB review.</li></ul>
Owner (Director or Executive Director, Division)	<ul style="list-style-type: none"><li>Participate in the challenge meeting</li><li>Present the Investigation Report to the SCARB committee.</li><li>Approve the finalized Health and Safety Incident Report</li></ul>
Sponsor (Site Manager, Division Manager, Project Manager or Facility Owner)	<ul style="list-style-type: none"><li>Host a challenge meeting with the Investigation Leader (and team as required), the Director Total Health and Safety; Manager, Safety and the Director or Executive Director, Division</li></ul>
Investigation Leader	<ul style="list-style-type: none"><li>Present the investigation findings and corrective actions to the Investigation stakeholders at the Challenge meeting.</li><li>Support the Incident Owner as required at the SCARB Review</li><li>After SCARB, update the investigation report and seek signoff by Incident Owner, Sponsor and Director, Total Health and Safety.</li><li>Enter the approved corrective actions in the Health and Safety Incident Report.</li><li>Submit the Health and Safety Incident Report to the Owner.</li><li>Ensure incident reports are filed in accordance with Total Health and Safety protocols</li></ul>
Safety Corrective Action Review Board (SCARB)	<ul style="list-style-type: none"><li>Provide management oversight on the quality and implementation of corrective actions associated with Tier 1 incidents</li><li>Ensure SCARB review is completed within 30 business days of completion of the incident report</li><li>Initiate applicability reviews within their divisions</li></ul>

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## 6.5 Incident Communication

Serious incidents must be communicated to all employees/contractors. Serious incidents are important to communicate broadly across the organization to increase awareness and to prevent reoccurrence of serious incidents.

Serious incidents will be communicated twice, through approved methods established in HSEE-03-06

- The Serious Incident Report will be issued promptly after an incident to communicate what happened, where, when and how the event occurred. Any immediate learnings will be shared at this time.
- A Lessons Learned communication will be created by Total Health and Safety after the SCARB review has been completed. The Lessons Learned will communicate key learnings about why the event happened and what actions are being taken to prevent reoccurrence.

Role	Action
Director, Total Health and Safety	<ul style="list-style-type: none"><li>• Review and approve all formal incident communications.</li></ul>
Owner (Director or Executive Director, Division)	<ul style="list-style-type: none"><li>• Ensure finalized incident report is communicated with impacted workers and others as appropriate</li><li>• Encourage review and discussion of Serious Incident Reports and Lessons Learned</li></ul>
Corporate Communications	<ul style="list-style-type: none"><li>• Ensure incident communications are shared across the organization.</li><li>• Ensure communications are translated</li></ul>
Investigation Leader	<ul style="list-style-type: none"><li>• Prepare communications using the approved templates</li><li>• Forward the communication to the Director, Total Health and Safety for approval.</li><li>• Ensure communications is posted on Hard Hat site</li></ul>
Supervisors	<ul style="list-style-type: none"><li>• Review Serious Incident Reports and Lessons Learned with team members.</li></ul>

## 6.6 Applicability Review

This section only applies to Serious incidents. The goal of applicability review is for leadership to assess if the lessons learned apply to their respective divisions. Divisions will be responsible for performing and documenting applicability review and any actions taken. Applicability review will be tracked through the Health and Safety Report (145 e-form).

Role	Action
SCARB	<ul style="list-style-type: none"><li>• Ensure applicability review is executed during each Serious Incident review</li></ul>
Director or Executive Director	<ul style="list-style-type: none"><li>• Ensure applicability review is executed within their division</li></ul>

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## 6.7 Requirements

The following sections cover specific requirements.

### 6.7.1 Fatality or Serious Injury

Role	Action
Manager, Health and Safety or delegate	Visit the <i>incident</i> scene/location within one working day to support the initial <i>incident</i> investigation and any WorkSafe NB interactions.
Director or Executive Director, Division	Visit the <i>incident</i> scene/location within three (3) working days.

### 6.7.2 Contractor Incidents

- When NB Power is providing direct oversight of a contractor, the contractor is considered to be an NB Power employee, and all requirements of this document apply.
- When a contractor is responsible for oversight of their own employees or subcontractors, the contractor is responsible to perform an investigation in accordance with this standards, contract and site requirements, and the Contractors' incident management procedures, as follows

Role	Action
Contractor	<ul style="list-style-type: none"><li>• Ensure scene is secured and refrains from altering the <i>incident</i> site.</li><li>• Assess the situation and take immediate action in accordance with:<ul style="list-style-type: none"><li>○ Contract Requirements.</li><li>○ Site requirements, and;</li><li>○ <i>Contractor Incident</i> Management procedures.</li></ul></li><li>• Immediately verbally notify <i>NB Power Site Contact</i> of all incidents or any of the following circumstances:<ul style="list-style-type: none"><li>○ Any notice to be provided to a government authority under WSNB</li><li>○ Any tickets, orders or charges by WSNB;</li><li>○ Any work stoppage or work refusal.</li><li>○ Any reporting to be provided to a governmental authority with respect to the environment.</li></ul></li></ul>
NB Power Site Contact	<ul style="list-style-type: none"><li>• Ensure the <i>Contractor</i> carries out all <i>incident</i> management and notification requirements required by WSNB and notify internal/external stakeholders in accordance with Appendix C "H&amp;S <i>Incident</i> and Regulatory Event Notification".</li><li>• Enters an appropriate 145 incident notification e-form</li></ul>

### 6.7.3 Motor Vehicle Incidents

If a motor vehicle incident has resulted in an injury, complete both the Vehicle & Equipment Damage form #205 and the H&S Incident (145) e-form and follow this

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standard for the investigation process. Total Health and Safety will determine if the Motor Vehicle incident warrants following the Tier 1 process.

If a vehicle has had unplanned or uncontrolled electrical contact or flash over (as defined below) then the vehicle must be left as is and fleet must be contacted for further direction.

This statement can be summarized for all of our various equipment, in the points listed below:

- Contact outside of any Insulated section – Category ‘B’, Category ‘C’, or NON-Insulated Booms.
- Contact beyond the first 3 feet of the insulated section, measured from the boom tip – Category ‘C’ Digger Derrick or Squirr Boom (CSR/MMH)
- Contact causing Flashover or unintended current flow at boom tip or knuckle – ALL Category ‘B’ Machines
- Contact with Secondary (Distribution) resulting in a Flashover – ALL Insulated and NON-Insulated Booms
- Contact causing Flashover beyond guard ring – Category ‘A’ or Bare-Hand units
- Monitored Leakage from Boom Tip to Guard Ring that exceeds 200 Micro-amps – Category ‘A’ only

\* **Flashover** is defined as Phase to Phase or Phase to Ground contact, for the purpose of the above statements.

#### 6.7.4 Environmental Incidents

If an environmental incident occurs Form 590 is to be completed and the incident may trigger governmental reporting. If an employee/contractor has made contact with a substance or has been injured; or if NB Power property/equipment has been damage then a safety incident 145 e-form is required to be complete also.

#### 6.7.5 Public Safety Incidents

Public safety incidents are of utmost importance to NB Power. Our primary concern is that those involved are provided the right medical treatment and support and the scene is made safe. Public safety incidents will be tracked and trended, but will not be classified using the EEI SCL model as they typically lack organizational learning that could make our organization safer. Public Safety incidents will be investigated on an as needed basis.

Role	Action
Employee/Supervisor	<ul style="list-style-type: none"><li>• Provide immediate assistance to external emergency services if required and notify internal/external stakeholders in accordance with <a href="#">Appendix A</a>.<ul style="list-style-type: none"><li>○ <b>Note:</b> Prior to its release to regulators, all documentation must be reviewed by the Health and</li></ul></li></ul>

Role	Action
	Safety Manager
HS Field Support	<ul style="list-style-type: none"><li>Review and verify incident details in the incident management system and ensure that the Incident Group “Public” has been selected.</li><li>Public incidents will not be classified using the EEI SCL Model.</li><li>Consult with Safety Champions about public outreach options.</li></ul>
Supervisor of impacted work area	<ul style="list-style-type: none"><li>Contact RCMP, Civil, Security and other groups as required to resolve the concerns caused by the public incident.</li><li>If required assign to Safety Champion to contact Public member</li></ul>

## 6.7.6 Corrective Actions

Corrective action must be taken for all safety incidents in order to prevent re-occurrence. The actions must be specific to the outcome of the investigation. Corrective actions must address the causes of the incident and must also be:

- **Specific** - including enough detail stating exactly what needs to be done
- **Measurable** – there is objective criteria for closure of the action
- **Actionable** – using strong clear action verbs
- **Realistic** – the action is achievable by the individual it will be assigned to
- **Timely** – there is a realistic closure date

**SMART** actions help ensure the action taken will address the process/system gaps that lead to the incident. The findings of investigations and subsequent corrective actions are recorded in the appropriate sections of the H&S Incident Notification (145) e-form.

## 6.7.7 Injury or Illness

If an incident results in an injury or illness requiring medical attention or health professional intervention, the H&S Incident Notification must include details of the injury, the name of the doctor consulted, medical facility and date of visit. An automated claim for Worker’s Compensation is initiated when the H&S Incident Notification (145) e-form is submitted (Appendix B)

- If an employee seeks medical attention in the days following an incident that occurred as a result of their work, they must notify their supervisor of the medical visit, the name of the doctor who attended them, and the date of the medical treatment.
- When a supervisor has been notified that an employee has received medical treatment associated with an illness or injury related to their work, the injury detail,

medical treatment and doctor information must be given to HS rep to enter into the Health & Safety Incident Reporting (145) e-form.

- If the employee requires accommodations, then the Supervisor must work with employee to ensure the requirements of the MLF are met.
- If the Supervisor created the e-form on behalf of the employee, then the Supervisor can enter the information.

## 7.0 TRAINING

- All training records are maintained in the Learning Management System (LMS)
- EEI Classification
- Lead Investigator Training (INC-001)

## RECORDS

- 145 e-form
- Medical Limitations Form (MLF)
- Form 205

## 8.0 APPENDIX

Appendix A: Summary of Actions required for each level of incident classification

Appendix B: Incident Notification, Reporting and Investigation Flow Chart

Appendix C: Incident Notification

Appendix D: Lost time Flow chart

Appendix E: High Potential Process (temporary)



Director of Total  
Health & Safety

## DOCUMENT APPROVAL/REVISION RECORD

Revision #	Date yyyy/mm/dd	Revision Summary	Author	Reviewed By	Approved By
2	2018/12/14	Several	Melinda Mallery	Group S. Parker	Robin Condon
3	2022/10/20	Complete re-write of the standard to adopt and implement new classification, investigation, oversight and information sharing requirements	Matt MacFarlane	Total H&S	Roland Roy

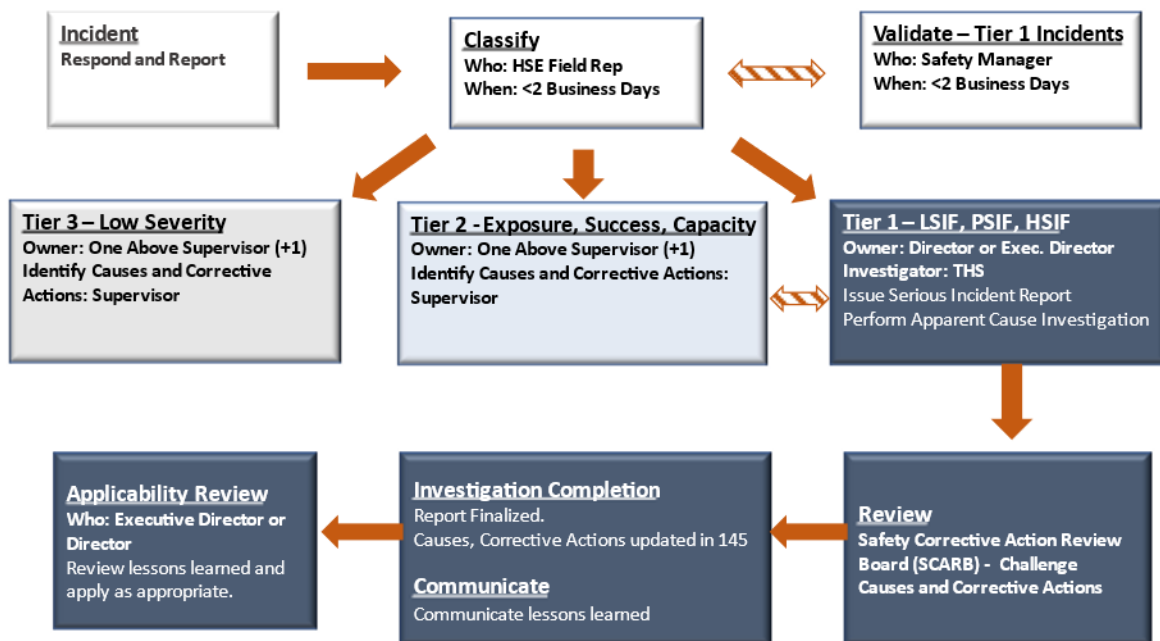


## Appendix A - Summary of Actions required for each level of incident classification

	<b>Tier 3</b>	<b>Tier 2</b>	<b>Serious Incidents</b>
Owner	Supervisor	One level above the supervisor	Director or Executive Director
Sponsor	N/a	N/a	Site owner, project owner or one level below director (executive director)
Learning Effort	Causes and Corrective Actions	Causes (assisted with learning questions) and Corrective Action	Apparent cause investigation
Learning Lead	Supervisor	Supervisor	Lead investigator (from Total Health and Safety)
Learning Time	5 Business Days	10 Business Days	40 Business Days
Challenge Meeting	No	No	Yes
Executive Review	No	No	SCARB. Within 30 business days of completing the investigation
Incident Communications	No	No	Yes. Serious Incident and Lessons Learned

## Appendix B – Incident Reporting, Notification and Investigation Flow Chart

### Revised HSEE-03-03 Workflow



Dark blue boxes represent the “Serious incident” process.

## Appendix – C – Incident Notification

Incident notification ensures local area management and senior management are aware of the incident and can offer the necessary support. Minimum incident notification requirements are provided in Table 1. Each division may have their own notification expectations that are above and beyond these requirements.

**Table 1 – Internal Incident Notification Requirements**

	Division			Total Health and Safety			Corporate	
	Supervisor	Manager	Director or Executive Director	HS Field Support Personnel	Manager	Director	Vice President / Executive Vice President	President/CEO
Fatality	1	1	1	1	1	1	1	1
Serious Injury Or Hospitalization >12 hours	1	1	1	1	1	1		
Hospitalization with prompt release	1	1	1	1	2			
Lost Time	1	2	2	1				
Medical Aid	1	1		1				
Near miss, proactive	1			1				

*Legend*

*1 – Immediate verbal notification*

*2 – notification within 24 hours*

## Supplemental Notification Requirements

The following divisions or groups may need to be contacted:

The NB Power Supervisor shall ensure the following calls are placed:

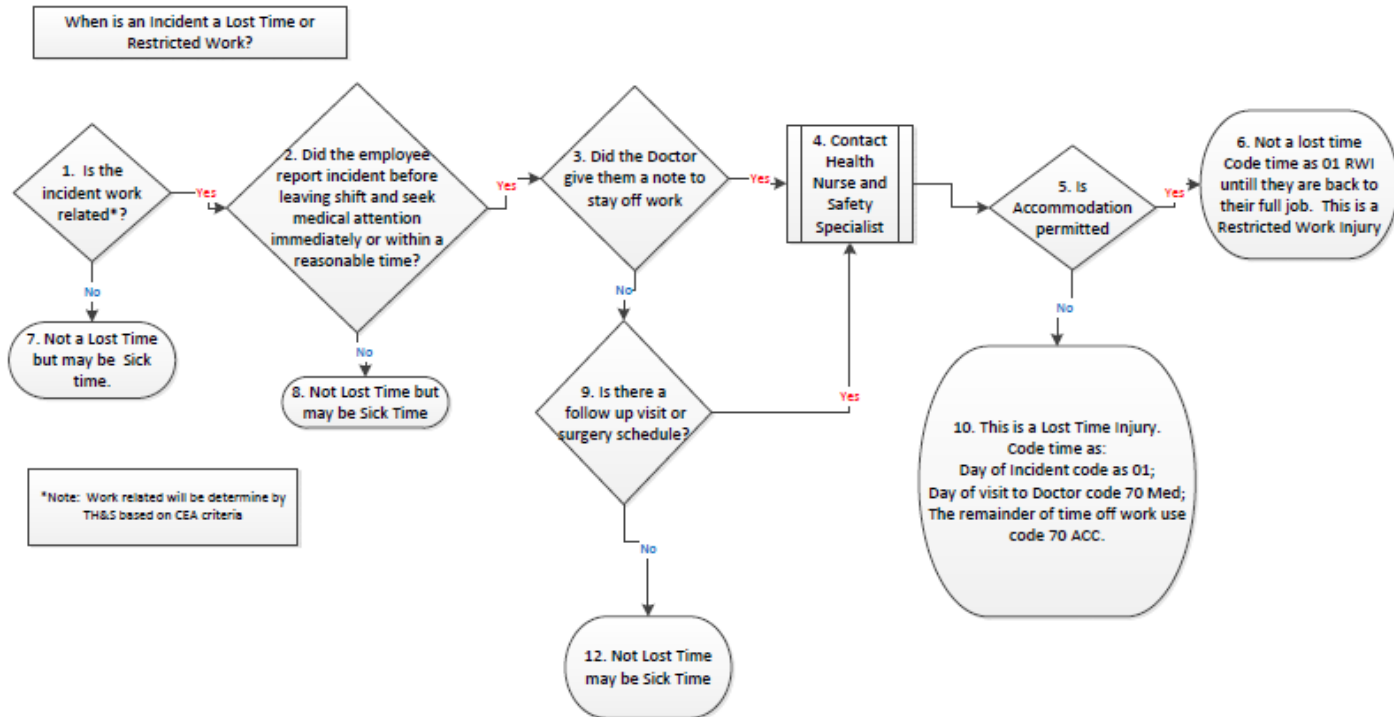
1. 911, if required (observe local protocol)
2. NB Power Safety Communications Lead (*if 911 has been called*) 377-8057 or (506) 458-2345
3. NB Power Legal (fatality/ member of public injury) 458-3372 or 470-1956
4. Fleet (vehicle contact with electricity)
5. IBEW 1-877-437-0037 / 506 455-0037 (if after hours leave message)

### 6. WorkSafeNB Notification

Immediate notification if any of the following occur:

- 1) If an employee suffers an injury resulting in:
    1. A loss of consciousness
    2. Amputations
    3. Fractures (other than fingers or toes)
    4. Burns requiring medical attention beyond first aid treatment
    5. Loss of vision in one or both eyes
    6. Deep lacerations requiring medical attention beyond first aid treatment
    7. Worker admission to a hospital as an in-patient
    8. Fatalities
    9. Any accidental explosion or exposure to a biological, chemical or physical agent, whether or not a person is injured
    10. Any catastrophic event or equipment failure that results, or could have resulted in an injury
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## Appendix D: Lost Time Flow chart



## **Appendix E: High Potential Metric Tracking (valid until March 31, 2023)**

The High Potential Process will be retained in order to track High Potentials in accordance with our existing metric requirements. Total Health and Safety will be responsible for continuing to classify and track high potential incidents. Incidents deemed a High Potential will only be communicated and investigated if they meet the Serious Incident criteria in this standard.

A High Potential is an incident or near miss that under marginally different circumstances has reasonable potential to result in the death or permanent total disability of an employee or a contractor. High Potential incident reporting does not extend to Public Contractors or Members of the Public. The intent of focusing on High Potential incidents as a category is that investigations of these incidents provides the best learning related to the causes of high potential events. The investigations into these high energy events ensures corrective actions are implemented to prevent critical and/or significant events from re-occurring.

### **CLASSIFICATION OF HIGH POTENTIAL INCIDENTS**

A high potential incident refers to, but is not limited to, the following:

- Exposure to a falling hazard  $\geq 3\text{m}$  (10 ft), without fall protection
  - Exposure to an energy source with sufficient energy to cause, or potentially cause, serious / significant injury, permanent total disability of an employee or fatality, (e.g. falling object, rotating equipment, heat source, pressure, water, mooring lines or motor vehicles);
  - Personal contact with live, exposed electrical equipment with a nominal voltage of 300 V, phase to ground, e.g. violation of minimum approach distances (MAD);
  - Worker is exposed to an event where crushing, pinching or being caught could result in a serious / significant injury, permanent total disability of an employee or fatality;
  - Personal or actual contact with voltage  $>200\text{ V}$  depending on conditions such as: Type and strength of current; Duration of current flow; Pathway through the body (i.e. there is possibility that the current passes through the heart muscle; or to head area); Condition of skin (i.e. skin is not intact at point of contact, skin is wet (e.g. high humidity, sweat, etc.)); and protective equipment, for the hazard(s);
  - Catastrophic event or equipment failure (e.g. mechanical failure, explosion, fire, cave-in, collapse, engulfment) in an area normally accessed by employees with potential for a serious / significant injury, permanent total disability of an employee or fatality. Any unexpected and sudden event or loss of equipment which exceeds the capacity of the workplace to function normally, causing great damage and distress, would be considered catastrophic;
  - Motor vehicle incident with potential for collisions or roll-overs with sufficient speed or other conditions to produce risk of serious / significant injury, permanent total disability of an employee or fatality;
  - Work equipment roll-over or structural failure with the potential for a serious / significant injury, permanent total disability of an employee or fatality;
  - Unintentional equipment contacts with a high-voltage source ( $> 750\text{ V}$ ) (e.g. boom truck, crane, excavator, etc.);
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- An environmental spill with the potential for a negative environmental impact and/or permanent total disability or fatality;
- A Work Permit related event (in violation of Lock Out Tag Out procedure, GS50, Transmission and Distribution Operating Rules and Regulations, or P1) with the potential for a serious / significant injury, permanent total disability of an employee or fatality;
- Potential exposure to hazardous substances exceeding the “immediately dangerous to life or health (IDLH) concentrations” or potential for a permanent total disability or fatality or significant organizational, and/or public consequences or where exposure required admission and treatment in hospital.
- Any other incident not contained in this list, with the potential for significant personal, organizational, and/or public consequences;
- Failure of atmospheric supplying respirator during confined space work
- Working in excavation without required barriers.

In order for there to be Reasonable Potential, the incident in question must satisfy the classification criteria above and meet all three of the following conditions:

- 1) Energy source and level was or may have been sufficiently high enough to cause or potentially cause a Serious Injury or Fatality
- 2) Control of the energy was less than adequate (e.g. lack of planned, deliberate barriers or safety barriers were ineffective, weak, missing)
- 3) A likelihood of worker exposure existed.

The Field Health and Safety Representative (FHSR) is responsible to validate possible High Potential classification with the Manager, Health and Safety. If confirmed, the FHSR must check the high potential incident classification box on the e-form 145 once the determination to classify an incident as High Potential has been made.

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