

## 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 repeat 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.

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 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

# Health & Safety Standards



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	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
Causes	<b>Apparent cause:</b> is the most probable cause of an event based on the evaluation of readily available information.  <b>Contributing Cause:</b> A condition that interacts with other causes to increase the likelihood of an event (or to shape its outcome), which alone did not cause it.
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.
Incident Reporting options	<b>Confidential Reporting:</b> when an employee does not feel comfortable reporting an incident out of fear of retribution. This incident will only be sent to the Director and Managers of Total Health and Safety.  <b>Report Only:</b> for those instances where an employee feels discomfort but did not have an incident, the body did not make contact with an object. An incident not requiring first aid.
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.

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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.
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 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.
Other Issues	In the investigation, "other issues" is a gap in performance from a process, equipment, personnel that did not alter the outcome of the event, however, is important enough to document as a gap that may lead to future events if not rectified.
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	An observation, assessment or inspection that detects a substandard condition and action is taken to mitigate a potential hazard prior to an incident occurring. There are two main types: <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>•</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.
Serious Injury or Fatality (SIF)	An incident resulting in at least one of the following outcomes:

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(as per the Edison Electric Institute)	<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	An HSIF, LSIF or PSIF; or any other incident with high learning value as determined by the Director of Total Health and Safety
Similar Incident Review	A list of similar events, determined by the investigator, that occurred in the past that has been documented in the 145 or PICA system.
SMART (corrective action)	<p>For each “Cause” a SMART corrective action is assigned.</p> <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). Note: An LSIF may not require a full investigation.
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) Note: Tier 2 may be investigated as a Tier 1 where there are substantial learning opportunities for the organization.
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). Note: all public incidents will be treated as Tier 3.
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.
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## 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.
- May participate in Safety Corrective Action Review Board (SCARB) to provide executive oversight of Serious 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**

- Director / Managers of Total Health and Safety will follow up on all confidential 145's that are submitted.
- 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.
  - When an employee has a workplace accident that results in modified duties, restricted work or lost time accidents, notify the Total Health department.
  - Review Serious Incident Reports and Lessons Learned with their team members
  - Identify causes and SMART corrective actions as required by this standard.
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## 5.5 Safety Representatives

- Review incidents for completeness and accuracy of information
- Classify incidents in accordance with the 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 Serious incident communications
- Perform data analysis and reporting of all incident data

## 5.7 Employees / Contractors

- Immediately report incidents, regulatory events, near misses and proactive incidents to their supervisor or site contact following the incident notification responsibilities in Appendix A
- Employees may report an incident as confidential if there is fear of retribution.
- Support their supervisor and investigation team in incident investigations.
- Stop unsafe work and/or behaviors
- 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 and share the report with NB Power. NB Power reserves the right to perform their own investigation.

## 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.

### 6.1 Response

Follow the incident reporting responsibilities in Appendix A.

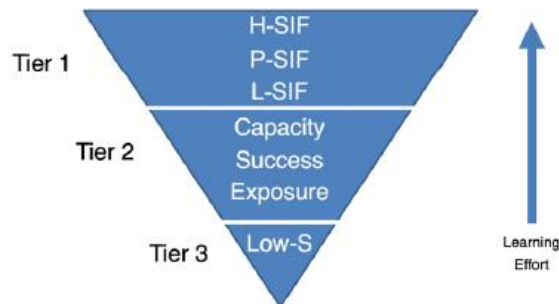
### 6.2

### 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

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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**

The classification is based on answers to the following four YES/NO questions with scientific calculations / information behind each question:

1. Was high energy present?
2. Was there a high energy incident?
3. Was a direct control present?
4. Was a serious injury sustained?

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

## 6.3

### 6.3 Investigation Process:

All incidents are investigated to a certain extent.

#### **Tier 3 Low Severity**

Tier 3 low severity incidents offer the least amount of organizational learning opportunity. Supervisors will investigate and determine a root cause and implement corrective actions to prevent reoccurrence. Tier 3 incident learning must be determined within 5 business days.

#### **Tier 2 and LSIF incidents**

Tier 2 incidents represent circumstances where high energy is present in the absence of a direct control (**Exposure**); incident with a release of high energy in the presence of a direct control where a serious injury is not sustained (**Capacity**); a condition where a high energy incident does not occur because of the presence of a direct control (**Success**).

Supervisors will investigate and determine a root cause and implement corrective actions to prevent reoccurrence. Tier 2 learning must be determined within 10 business days.

## **Tier 1 Serious Incidents**

Serious Incidents (HSIF and PSIF) have a serious injury or fatality outcome or have the potential for serious injury or fatality. Serious incidents offer the most significant learning opportunity and are given appropriate resources and oversight. Serious incidents require an apparent cause investigation that must be completed within 30 business days.

### **Tier 1 Serious Incident Investigation Process:**

#### **Responsibilities:**

##### **TH&S Manager:**

- Within 2 business days of the incident being classified, assign a competent Investigation Lead and provide additional health and safety resources as required
- Strive to have a Serious Incident Report is developed and communicated within 5 business days
- Meet with Investigation Lead within 72 hours of the investigation to see if additional help/resources are required

##### **TH&S Investigation Lead:**

- Develop a Serious Incident Report within 3 days
- Identify the Incident Owner and in consultation with the Incident Owner to identify the Sponsor
- Conduct apparent cause investigation using the Total Health and Safety investigation tools.
- Act as the liaison between WorkSafeNB (WSNB) and NB Power as required
- Identify causes and propose SMART corrective actions
- Within 30 calendar days, submit the draft report to Challenge Meeting Attendants.
- [When hazards that must be mitigated immediately, the Investigator will enter the corrective actions in the incident report which is required to be implemented immediately.](#)

##### **Incident Owner (Director of Division):**

- Review the completed investigation and be prepared to speak to the findings at the Challenge Meeting.
- Challenges the investigation for accuracy, work with the Lead Investigator to identify SMART corrective actions and timelines.

##### **Sponsor (Site Manager, Division Manager, Project Manager or Facility Owner):**

- Ensure the Investigation Lead has access to resources, documents, and people.
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## 6.3.1 Challenge Meeting:

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.

### Participants:

- TH&S Manager
- Site Safety Representatives
- Incident Owner
- Sponsor
- Additional guests as required

### Responsibilities:

#### TH&S Manager:

- Participate in the challenge meeting
- Ensure completed investigation is reviewed at the next scheduled SCARB.

#### TH&S Investigation Lead:

- Present the investigation findings, collaborate with the incident owner to determine SMART corrective actions.
- Update investigation report and the approved corrective actions.

#### Incident Owner (Director of Division):

- Review the draft investigation report to ensure alignment.
- Propose corrective actions in the challenge meeting along with timelines.
- Deliver the Investigation Report to the SCARB committee.
- Approve the finalized Health and Safety Incident Report.

## 6.3.2 Safety Corrective Action Review Board (SCARB) Meeting:

To provide management oversight on the quality and implementation of corrective actions associated with Serious Injury or Fatality (SIF) potential incidents. The goal is to prevent reoccurrence of the incident.

### SCARB Members:

- Vice President, People & Culture
  - Senior Vice President, Operations
  - CFO & Senior Vice President, Corporate Services
  - Director, Total Health and Safety
  - Executive Director, Generation
  - Executive Director, T&D Ops
  - Executive Director, Engineering & PMO
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### **Additional guests as required:**

- Managers of Safety
- Lead Investigator
- Sponsors
- Owners

### **Responsibilities:**

#### **Incident Owner (Director of Division):**

- Present the Investigation Report to the SCARB committee.

#### **SCARB members:**

- Provide management oversight on the quality and implementation of corrective actions associated with Serious incidents.

#### **TH&S Investigation Lead:**

- Support the Incident Owner as required at the SCARB Review
- After SCARB Review, enter corrective actions in the Incident Report eform 145
- Upload the completed investigation report on the Hard Hat Site.

### **6.3.3 Applicability Review**

As part of the investigation product, an applicability review will be assigned to the divisional leaders to review on any lessons learned that may apply to their respective divisions.

### **6.3.4 Communication:**

#### **Total Health and Safety:**

Once investigation is complete and has gone through SCARB:

- Completed investigation will be posted on the Hard Hat site under the Investigation section
  - The link to the completed investigation will be added to the existing Serious Incident Report.
  - The link to the completed investigation will be added to the JHSC Monthly Information section on the Hard Hat site which will be shared during JHSC Meetings.
  - The link to the completed investigation will be added to the Safety Meeting Information section on the Hard Hat site which will be shared during monthly safety meetings with all employees.
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## 6.4 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.

If a vehicle has had unplanned or uncontrolled electrical contact or flash over (as defined below) then the vehicle must be left in a safe state 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 Squirt 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.

## 6.5 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.

## 6.6 Public Safety Incidents

Public safety is 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.

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## 6.7 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.

## 7.0 TRAINING

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- Incident Investigation (S127)

## RECORDS

- 145 e-form
- Medical Limitations Form (MLF)
- Form 205 – vehicle damage
- Form 590 – Environmental incident

## 8.0 APPENDIX

Appendix A: Incident Notification

Appendix B: EEI Classification and Learning (SCL) Model



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

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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
4	2023/03/07	Update investigation process	Matt MacFarlane/	Total H&S Team	Roland Roy
5	2025-02-06	Update investigation process, definitions. Streamlined the process	Steve Pond	Total H&S Team	Roland Roy

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## Appendix – A – 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(s)	Director	Vice President of People and Culture	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

 Revised: August 2024

### Supervisor Responsibilities

#### NB Power Incident Notification

The supervisor must ensure a H&S Incident e-form (145) is submitted within 24 hours following an incident.

A **significant** incident is any incident that results in or has the potential for:

- Fatality, lost time injury, or injury that requires more than on site first aid (*including all arc flash and electrical contacts*)

#### Notification for Significant Incidents

The NB Power Supervisor shall call:

1. 911, if required (observe local protocol)
2. Manager responsible for the area
3. Safety Coordinators / Safety Champions / Pt. Lepreau Safety Dept.
4. Contractor Supervisor (if applicable)


#### WorkSafeNB Notifications

**WorkSafeNB (1 800 999-9775) must be contacted immediately if any of the following occurs:**

- an accidental explosion or an accidental exposure to a biological, chemical or physical agent occurs at a place of employment, whether or not a person is injured, or
- a catastrophic event or a catastrophic equipment failure occurs at a place of employment that results, or could have resulted, in an injury.

**If an employee suffers an injury resulting in:**

- (a) a loss of consciousness,
- (b) an amputation,
- (c) a fracture other than a fracture to fingers or toes,
- (d) a burn that requires medical attention,
- (e) a loss of vision in one or both eyes,
- (f) a deep laceration,
- (g) admission to a hospital facility as an in-patient, or
- (h) death

 Revised: August 2024

### Employee Responsibility

#### NB Power Incident Notification

Employees must submit a Health & Safety Incident Report e-form (145) within 24 hours of any incident.

Employees must **contact their Supervisor immediately** if any of the following has occurred:

- Minor injury (onsite first aid only), or
- Near miss with the potential for minor injury (on site first aid), or
- Property/equipment damage
- Any accidental contact with electricity or arc flash has occurred, whether or not a person is injured
- Any exposure to a biological, chemical or physical agent, whether or not a person is injured
- There has been a: fatality, lost time injury, significant injury

A **significant** incident is any incident that results in or has the potential for:

- Fatality, lost time injury, or injury that requires more than on site first aid (*including all arc flash and electrical contacts*)

#### For Significant Incidents

- 1) Take Control of the Scene**

Secure the immediate site of the incident by eliminating all apparent hazards, moving only those things necessary to protect personnel or property. Too often, rescuers and first responders are exposed to and/or injured by the same forces that caused the original incident. Keep non-essential personnel away from the scene to preserve evidence.
- 2) Ensure First-Aid and Emergency Services are notified (if required)**

Tend to the injured and initiate appropriate emergency response (911 or observe local protocol).
- 3) Preserve any Evidence**

Cordon off the site with the help of Police or other Emergency Responders where available.

Request supervisory assistance in obtaining additional NB Power personnel to tend to the site as appropriate in ensuring the scene remains safe and untouched until the arrival of investigators which may be internal NB Power employees or external agencies such as WorkSafeNB.

**Figure 3 – EEI Safety Classification and Learning (SCL) Model**

