



POLICY

SUBJECT: Incident Investigation

POLICY: The Delaware County Electric Cooperative, Inc. (the Cooperative) shall investigate all incidents that adversely impact the safe operations of the Cooperative. Incident investigations shall be conducted in the spirit of the Cooperative's overall safety improvement program. Investigations are intended to lead to safety improvement and will only result in disciplinary action in the event of willful or repeated safety violations on the part of employees or managers. The purpose of an incident investigation is to determine the root causes of each incident and to provide solutions that reduce the likelihood of similar events.

DEFINITIONS

Incident shall be defined as any event that adversely impacts the safe operations of the Cooperative, its employees and members. Categories of incidents include work-related injuries, occupational illnesses, property damage (Cooperative or other), spills, fires, and near-miss events.

Incident Investigation Team shall be defined as a three member group consisting of the System Coordinator and 2 other members of the Safety Committee. When the System Coordinator is unable to lead an Incident Investigation in a timely manner, the Safety Coordinator or the General Manager may appoint another employee or manager to lead the Incident Investigation Team. If a substitute is appointed for the System Coordinator for a particular Incident Investigation, then the substitute shall assume all of the System Coordinator's responsibility for that Incident Investigation.

Incident Report shall be defined as a document utilizing the standard report form in use by the Safety Committee at the time of the Incident. The Incident Report shall include analyses of all potentially causal elements including task, materials, environment, personnel, equipment, training and management. The Incident Report shall make recommendations to prevent recurrences of similar Incidents.

Incident Investigation shall be defined as a deliberate set of actions taken by an Incident Investigation Team, the purpose of which is to identify root causes of Incidents and make recommendations to prevent recurrences of similar Incidents. It shall include interviews, document and procedure review, data collection, site visits and any other activity consistent with this purpose.

TIMELINE

The Incident Investigation shall begin as soon as practical after an Incident, but never longer than 3 business days after the Incident. The field portion of an Incident Investigation, including interviews, site visits, and data collection shall be completed within 15 business days of the Incident unless impractical due to the nature of the Incident Investigation. For example, if a police report is required by the Incident Investigation Team and that police report is unavailable for 20 days, then the Incident Investigation timeline would need to be extended. Unavailability of staff due to conflicting operational priorities shall not justify failure to complete an Investigation within 15 days. A draft version of the Incident Report shall be completed within 20 business days of the Incident unless impractical due to the nature of the Incident Investigation. The General Manager shall review the draft Incident Report within 5 days of receiving it. The General Manager may approve and sign off on the Incident Report or refer it back to the Incident Investigation Team with specific recommendations to resolve insufficiencies of the draft report.



DISCIPLINARY ACTION

In cases of willful or repeated disregard for safety, employees shall be subject to progressive discipline up to and including discharge, subject to the requirements of the current applicable collective bargaining agreement.

RESPONSIBILITIES

All employees of the Cooperative are responsible to report or cause to be reported each Incident they witness. Incidents may be reported to a supervisor or to any manager of the Cooperative.

The System Coordinator, as the ex-officio chair of the Cooperative's Safety Committee, shall have responsibility to lead or designate the leader of each Incident Investigation. The System Coordinator shall appoint a team of 3 persons, each of whom shall be a member of the Cooperative's Safety Committee, to investigate each Incident.

Each member of the Incident Investigation Team shall participate in site visits, interviews, picture taking, sketching, mapping, and gathering of artifacts as appropriate to the circumstances.

The System Coordinator is responsible for collecting the materials and creating an Incident Report, which is complete, accurate, and legible.

Each member of the Incident Investigation Team shall be given the opportunity to annotate the report to point out disagreements regarding facts, causes, or solutions related to the Incident.

The System Coordinator is responsible for delivering the draft Incident Report to the General Manager. The report may be submitted electronically or in hard copy.

The General Manager is responsible for reviewing the draft Incident Report and approving it or referring it back to the Incident Investigation Team for further work. The General Manager may refer the draft Incident Report to the Cooperative's attorney or other appropriate advisors for additional review and comment. The General Manager is also responsible for assigning tasks consistent with the recommendations in the Incident Report. Each task assignment shall have a due date and a clearly indicated responsible individual for completing the task. The General Manager is also responsible for following up on task completion until all assigned tasks are complete.

The General Manager shall provide a copy of each approved Incident Report to the Board of Directors at the next regularly scheduled meeting of the Board or as soon as practical thereafter.

The System Coordinator is responsible for providing an oral summary of the Incident Report at a regular safety meeting within 3 months of report submission to the General Manager.

DELAWARE COUNTY ELECTRIC COOPERATIVE, INC.

Approved by Board of Directors	April 23, 2013
Revised by Board of Directors	July 28, 2015
Revised by Board of Directors	September 25, 2017