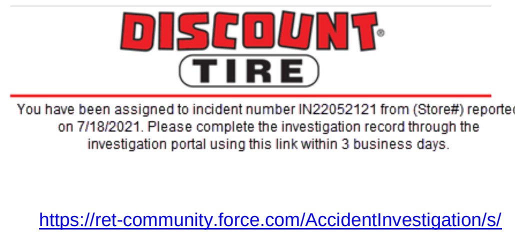
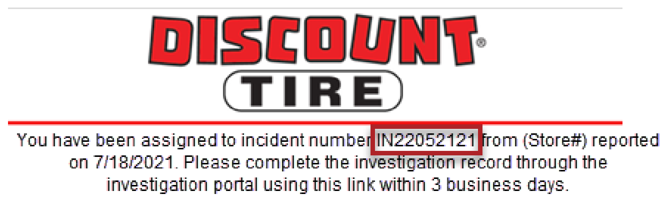
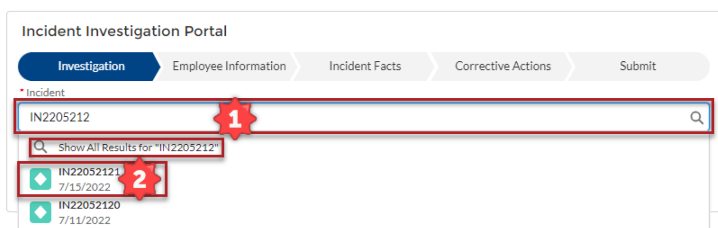
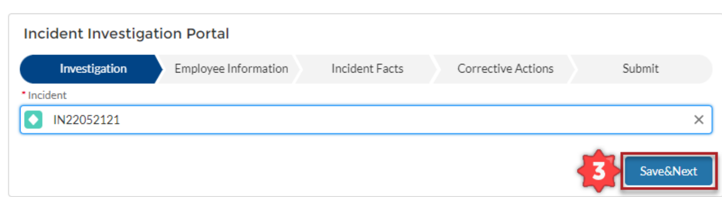
Incident Investigations QRG

Purpose and Overview

This QRG is a reference document for the Incident Investigations course providing the steps for completion of incident investigation records using the online Incident Investigation Portal.

Steps

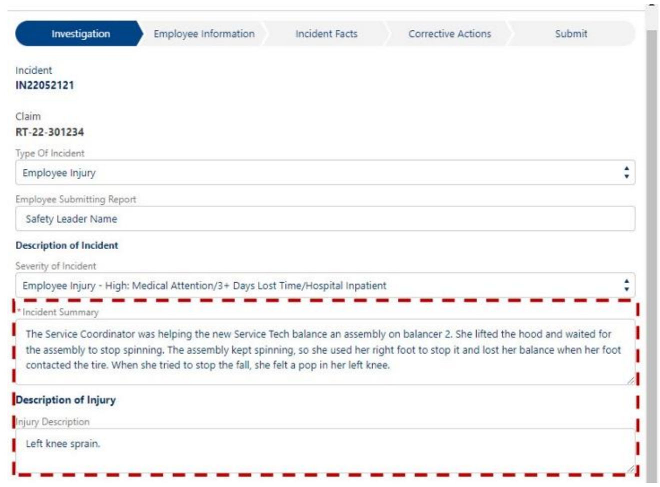
Step	Action
1	<u>Accessing the Portal</u>: Click the link in your investigation assignment email to open the Incident Investigation Portal.  **Note:** If you cannot access the link in the investigation assignment email, copy and paste the following link into your browser to navigate to the incident record home page. https://ret-community.force.com/AccidentInvestigation/s/ **Note:** Since you will need the incident number in the next step, it is good practice to copy it from the email.  ***Important**: If your incident number is not in your investigation assignment email, reach out to Rob Alexander – see Contact section below.*
2	<u>Locating the Incident Record:</u> On the Incident Investigation Portal, 1. Enter (type or paste) your incident number into the 'Incident' field. 2. Click the correct incident number from the list. **Note: Show All Results** allows for partial entry searches.  3. Click **Save&Next** to begin filling in the details of the Incident Record. 

Step	Action
3	<u>Completing an Investigation Record:</u>

Clicking **Save&Next** opens the incident record with an auto-populated description.

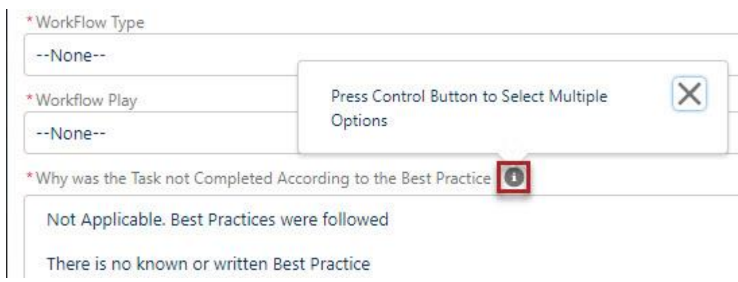
Beginning with the Investigation tab, complete the details in all five tabs (sections) of the Incident Investigation form:

- ‘Investigation’
- ‘Employee Information’
- ‘Incident Facts’
- ‘Corrective Action’
- ‘Submit’



Important Notes:

- Complete the form sections in order.
- It is up to <u>your</u> investigation to complete all fields and drop-downs in all sections of the form with as much detail as possible.
- The more detail is provided, the easier it will be to process the incident and better prevent future incidents.
- Some fields offer additional information to assist with filling them out properly. Click the exclamation mark icon if you need help.

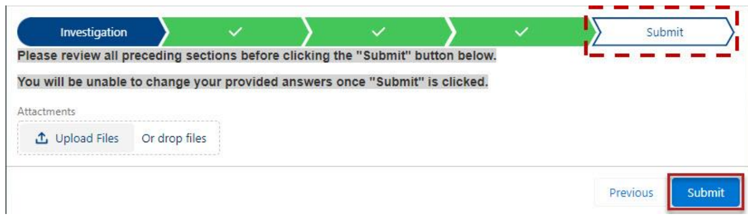
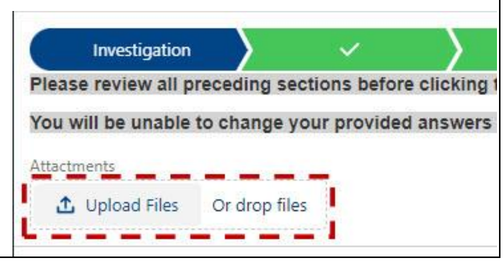


- Pay attention to extra and/or changing sections that appear when you select factors that contributed to the Incident.

<u>For example:</u>
When you select the Applicable best Practice Category Involved in the Injury, an additional field, Which best Practice contributed to the Injury, will appear.

Select the part of the Best Practice that applies.

Other check boxes are available for ‘Additional Employees Involved?’, and ‘Was there any other best Practice Category Involved in the Injury?’.

Step	Action
4	<u>Submitting an Incident Report:</u> Clicking **Submit** at the bottom of the 'Submit' page sends the report and completes the Incident Investigation.  The investigation report is sent directly to a Safety Team member (RSC, RSQM, or AVP) based on the level of severity for their review and acknowledgement. There is no need to attach any documents or photos, unless requested to do so by the Safety Team. If requested, use the 'Attachment' area on the 'Submit' tab to 'Upload Files' prior to completing the Incident Investigation. 

Contact

If you have any questions, please contact Corporate Safety Investigator, Rob Alexander, at 480-828-3263 or rob.alexander@discounttire.com.