



INCIDENT INVESTIGATION

Toolbox Talk

WHY INCIDENT INVESTIGATION MATTERS

- Identifying root causes prevents future incidents.
- Investigations improve workplace safety and compliance.
- Helps meet Cal/OSHA requirements and protect employees.

WHEN TO CONDUCT AN INVESTIGATION

- Any workplace injury leading to hospitalization.
- Failure to follow safety procedures.
- Near-misses or close calls.
- Equipment failures causing serious injury or illness.
- Fatalities.

STEPS IN THE INVESTIGATION PROCESS

- **Immediate Response** – Secure the area and provide medical care.
- **Information Gathering** – Interview witnesses, collect evidence.
- **Inspection and Analysis** – Identify hazards and root causes.
- **Corrective Action** – Implement solutions to prevent recurrence.

COMMON OBJECTIVES

- Determine root causes.
- Review procedures and methods for investigation.
- Improve workplace controls and safety culture.
- Maintain accurate records of findings and corrective actions.

WHAT IS A SERIOUS INJURY?

- According to Cal/OSHA, a serious injury may include:
- Inpatient hospitalization (any length of time).
- Amputation.
- Loss of an eye.
- Serious degree of permanent disfigurement.

ROOT CAUSE ANALYSIS

- Go beyond the obvious – look for underlying issues.
- Example: A slip may indicate poor housekeeping, but root cause could be inadequate training or lack of procedures.

EMPLOYEE & SUPERVISOR INVOLVEMENT

- Encourage reporting hazards and near-misses.
- Train supervisors on investigation procedures.
- Reinforce safety culture through continuous training.

INVESTIGATE EVERY INCIDENT THOROUGHLY – FINDING THE ROOT CAUSE TODAY PREVENTS INJURIES TOMORROW.