MERCURY

Incident Reporting and Investigation

2 – 6 August 2027
Geneva (Switzerland)



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Incident Reporting and Investigation

Ref: 16297_1055824 **Date:** 2 – 6 August 2027 **Location:** Geneva (Switzerland) **Fees:** 6500 Euro

Introduction:

Incident Reporting and investigation are critical elements of workplace safety, compliance, and organizational risk management. This Incident Reporting and Investigation course provides participants with the essential knowledge and skills needed to report, document, and investigate workplace incidents effectively and accurately. Through a structured learning framework, participants will gain an understanding of the legal, ethical, and procedural aspects of incident management.

The Incident Reporting and Investigation program emphasizes proactive strategies to identify root causes and implement corrective actions to prevent future occurrences. Participants will explore real-world case studies and develop their analytical and communication skills for incident documentation and reporting. This training aligns with global safety standards and organizational compliance requirements. Learners will create a safer and more compliant work environment.

Targeted Groups:

This Incident Reporting and Investigation training targets professionals seeking specialized knowledge and skills:

- Safety officers and HSE professionals.
- Line managers and supervisors.
- Risk and compliance officers.
- HR and employee relations managers.
- Incident response team members.
- Operations managers and team leaders.
- Quality assurance professionals.
- Anyone involved in workplace safety reporting.

Targeted Competencies:

Participants will gain the following competencies during the Incident Reporting and Investigation program:

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- Strong analytical and investigative thinking.
- Effective incident classification and reporting skills.
- Knowledge of legal and compliance frameworks.
- Ability to identify root causes and risk factors.
- Structured problem-solving and decision-making skills.
- Professional documentation and report writing abilities.
- Enhanced communication with stakeholders.
- Capacity to recommend preventive measures.
- Skills to contribute to a proactive safety culture.

Course Objectives:

Participants will achieve the following objectives by completing the Incident Reporting and Investigation course:

- Understand the legal and organizational requirements for accurately and effectively reporting incidents.
- Identify and classify different types of workplace incidents accurately.
- Develop effective documentation and reporting techniques.
- Analyze root causes using structured investigative methods.
- Apply structured questioning and evidence-gathering techniques.
- Evaluate corrective and preventive actions for continuous improvement.
- Communicate findings effectively to relevant stakeholders.
- Foster a proactive safety culture within their organization.
- Integrate incident investigation results into safety management systems to enhance overall safety and operational effectiveness.
- Apply best practices for maintaining compliance with industry regulations.
- Utilize trend analysis to predict and mitigate future risks.
- Design and implement improved workplace safety strategies.

Studying Scenarios:

In this Incident Reporting and Investigation training, participants will develop their skills through the analysis of the following scenarios:

- Investigating a workplace slip and fall incident.
- Reporting a machinery-related injury at a manufacturing site.
- Documenting a chemical spill in a laboratory.
- Handling near-miss events in construction projects.
- Evaluating a multi-party incident with subcontractors.
- Preparing root cause analysis reports for management review and approval.
- Managing compliance audits related to incident records.
- Developing preventive action plans based on case findings.

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Course Content:

Unit 1: Fundamentals of Incident Reporting:

- Definition and importance of incident reporting.
- Key terms: incident, near-miss, accident, and hazard.
- Legal frameworks and compliance obligations.
- Organizational policies for incident management.
- Incident classification and reporting criteria.
- Confidentiality and ethical considerations.
- Responsibilities of employees and managers in reporting.
- Common challenges in reporting and how to overcome them.
- Case studies on reporting failures and consequences.

Unit 2: Incident Investigation Techniques:

- Purpose and scope of incident investigation.
- Investigation team roles and responsibilities.
- Planning an effective investigation process.
- Gathering facts and securing the scene.
- Witness interviewing techniques and documentation.
- Collecting and analyzing physical evidence.
- Using investigation tools and checklists.
- Identifying immediate, underlying, and root causes.
- Documenting investigation findings clearly and accurately.

Unit 3: Root Cause Analysis and Corrective Actions:

- Understanding root cause vs. direct cause.
- Applying the “5 Whys” and Fishbone diagram methods.
- Evaluating workplace systems and processes.
- Determining preventive and corrective measures.
- Linking incident findings to risk assessments.
- Implementing corrective action plans.
- Monitoring the effectiveness of corrective measures.
- Communicating recommendations to management.
- Integrating findings into safety policies and training.

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Unit 4: Legal and Compliance Considerations:

- Regulatory requirements in incident reporting.
- Global safety standards and compliance OSHA, ISO.
- Internal reporting versus external reporting.
- Handling sensitive and confidential information.
- Incident documentation for audits and legal defense.
- Consequences of non-compliance and legal liabilities.
- Best practices for maintaining proper records.
- Reporting trends and organizational risk management.
- Real case examples of compliance investigations.

Unit 5: Continuous Improvement and Safety Culture:

- Linking incident reports to organizational safety goals.
- Using incident data for trend analysis.
- Benchmarking safety performance.
- Strategies to improve employee engagement in safety.
- Building a proactive incident reporting culture.
- Incorporating lessons learned into safety programs.
- Using technology and software for reporting and tracking.
- Conducting periodic reviews and audits.
- Developing safety KPIs and performance metrics.

Final Insights & Key Takeaways:

Incident reporting and investigation are fundamental for organizational safety and compliance. This course equips professionals with structured methodologies for accurate reporting, investigation, and prevention. Participants will gain practical tools to enhance workplace safety culture. Upon completion, they will contribute to building safer and more compliant organizations.