Production Safety Standards

Incident Reporting, Recording and Investigation

Document PSS18 Rev 0

02/04/2025

Record of Revisions

The following tabulation provides information on the latest revision to this manual.

Date	Description of Revision	Rev
02/04/2025	This is the initial release of the full document PSS18 Incident Reporting, Recording and Investigation Standard. The following related documents were released on the same date: • PSSFRM18-1 Accident Report Form • PSSFRM18-2 Witness Statement Form • PSSFLC18-1 Incident Reporting, Recording and Investigation Flowchart	A
26/04/2024	Interim Incident Reporting, Recording and Investigation Standard release.	0

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1 INTRODUCTION

1.1 Purpose

This standard defines the process by which Production should report, record, and investigate incidents and near misses.

Compliance with this standard will also ensure that UK Productions are fulfilling their legal duties under *The Reporting and Injuries, Diseases and Dangerous Occurrences Regulations 2013* (**RIDDOR 2013**). Section 2 of the *Health and Safety at Work etc. Act 1974* implies that should an incident occur, that an employer should prevent reoccurrence and Regulation 5 of *The Management of Health and Safety at Work Regulations 1999* requires effective arrangements to be put in place, with accompanying guidance stating that this includes remedial action following an incident. Finally, Regulation 25 (3) of *The Social Security (Claims and Payments) Regulations 1979* requires employers to record details of any incident-causing injuries to any employee and keep said records for a minimum of three years from the date of entry.

Incident investigations ensure Production understands why loss events occur and helps identify actions to reduce the likelihood and severity of reoccurrence. Incident investigations inform Production leadership of the sequence of events leading to an incident. This understanding can be used to ensure appropriate management systems are in place to prevent similar situations affecting future cast and crew.

1.2 Scope

This standard applies to incidents, including near misses affecting Production cast, crew, visitors, vendors, and contractors (hereafter known as Crew) across the Production footprint.

2   REFERENCE DOCUMENTS

The following is a list of reference documents related to PSS18, Incident Reporting, Recording and Investigation.

Reference Documents	
Document Number	**Title**
PSSFRM18-1	SafeD Accident Report Form
PSSFRM18-2	Witness Statement Form
PSSFLC18-1	Incident Reporting, Recording and Investigation Flowchart

2.1   Definitions and Terms

The following table lists definitions for commonly used terminology.

Terminology Definitions	
Term	**Definition**
Accident	An event that results in injury or ill-health to persons; or damage or loss to property, plant, materials, or the environment.
Incident	An event in which injury, ill-health or other loss or damage to property, plant, materials, or the environment occurred OR could have occurred. An incident is either an accident or a near miss.
IP (injured person)	The term IP should be used in any descriptions of incidents to minimise personal data.
Near Miss	An unsafe act or condition which had the potential to cause any of the following, but was identified before it could happen: • Injury or ill-health. • Damage to property, facilities, equipment, or materials. • Harm to the environment. • Business interruption (pausing or delaying production).
Other Incident	An incident where no one was injured, but there was a loss or damage to property, equipment, the environment etc. therefore it cannot be classed as a near miss.
Positive Safety Behaviour	Actions, interventions, or behaviours by individuals or teams that contribute to the prevention of incidents, reduction of risks, or enhancement of workplace safety culture. These behaviours go beyond compliance with safety rules, demonstrating a proactive approach to ensuring a safe environment.
Production Leadership	The Production leadership team consists of the Producer(s) and UPM.
Production Safety Department	The production safety department refers to the Production hired safety supervisor and additional advisors/coordinators as required.
Red Flag	Red Flag incidents are significant incidents which did or could have a major impact across the Studio, including damage to assets or reputation. The Studio Production Safety Team will determine whether any significant incidents should be classed as a red flag and will request the Production Safety Department

	complete an accident investigation in order to identify root causes to be shared in the form of safety bulletins to other Productions.
Reportable Incident	An incident for which there is a legal responsibility to report to the relevant enforcing authority (e.g., the Health and Safety Executive in the UK as defined in RIDDOR 2013).
SafeD	The digital safety management system in which all incidents must be recorded. The system will automatically notify key stakeholders of incidents depending on the severity rating. Investigations and relevant evidence must be uploaded into the system as required.
Safety Alert	Safety alerts are bulletins sent out to all productions of major faults that could result in a serious injury and where immediate remedial action is required.
Safety Notice	Safety notices are bulletins sent out to facilitate a change in procedure or action to be undertaken to improve the level of protection or instruction in a potentially dangerous situation. It must be acted upon within the time-period stated. It does not require as immediate an action as a safety alert.
Significant Incident	Incidents which should be escalated as soon as possible to Production management and the Studio Production Safety Team: 1. Any injury in which a hospital visit is required, either via ambulance or the injured person making their own way. 2. Any RIDDOR reportable incident, or incident reportable to the local authorities. 3. Any incident which interrupts or has the potential to suspend production. 4. Any incident involving firearms or weapons. 5. Any incident with either a high severity outcome or the potential to have had a high severity, i.e., fire, life changing injuries, fatality, serious injury or ill-health, requirement for external emergency services to be involved.
Studio Production Safety Team	The studio production safety team refers to the studio hired production safety team who support the Production with guidance and standards.
Unsafe Act	Actions that crew do, or fail to do, wilfully or otherwise, which increases the risk of encountering an unsafe condition. Examples include: • A slip, trip or fall in which no one was injured. • Carrying out a work activity without using the required personal protective equipment. • Non-adherence to controls laid out in risk assessments. • Non-adherence to Studio Safety Standards.
Unsafe Condition	Physical hazards, which could have the potential to cause harm. Examples include: • Exposed wiring or nails. • Fire exits obstructed. • Slip, trip or fall hazards. • Leaking containers of hazardous materials. • Build-up of flammable materials.

Work-Related Incident	Any incident "arising out of or in connection with work". The fact that there is an incident at work premises does not alone mean that the incident is work-related – the work activity itself must contribute to the incident. An incident is work related if any of the following played a significant role: • The way the work was organised, carried out or supervised. • Any machinery, plant, substances, or equipment used in connection with the workplace or work processes. • The condition of the site or premises where the incident happened.
Non-Work-Related Incident	Any incident for which details are available to confirm that the incident did not arise "out of or in connection with work". Where insufficient information is available to confirm the incident is not work related, then the incident should be classified as work–related, until shown otherwise.

2.2 Types of Accidents

The following table lists the categories in accordance with which accidents should be classified:

Accident Classification		
Term	**Description**	**Example**
First Aid Case (FAC)	Any minor injury or illness which can be treated on-site by a qualified First-Aider, medic or nurse and does not require follow up with an external health care professional.	Crew member tripped at work causing minor cut to knee. Crew member gets a splinter handling timber. Crew member suffers minor muscular injury whilst lifting box.
Medical Treatment Case (MTC)	An injury that requires treatment beyond basic first aid and external review by a health care professional.	Crew member fell in pothole sustaining fractured leg requiring transport directly from work to hospital for treatment (but did not remain in hospital for >24hrs). Crew sustains a deep laceration to the hand from a woodworking machine and was sent to hospital for stitches. (but did not remain in hospital for >24hrs). Crew slips on wet floor in workshop. Sent to hospital for assessment as complaining of head pain although no obvious sign of physical injury.
Serious Injury Case (SIC)	Injury to a person that results in admission and hospitalisation for more than 24hrs, excluding time spent in the emergency department for assessment and triage.	Crew fell from the top of a set sustaining a substantial head injury requiring subsequent surgery in hospital. Crew struck by vehicle causing life threatening injuries.
Fatality	N/A	N/A

2.3 Incident Severity

The following table lists the severity ratings which shall be given to all incidents, including a list of examples which are intended to be indicative rather than exhaustive. For assistance or advice classifying incident severity please contact the Production Safety Department.

Incident Severity

Term	Definition	
Very Low	• Superficial injuries requiring little to no first aid treatment e.g., very minor cuts or abrasions, stings, headaches. • Minor near misses e.g., trip hazards in a well-lit area, fire exit difficult to open, slip or trip resulting in no injury.	Condition dealt with by a Production First-Aider, medic, or nurse (where injury is involved).
Low	• More serious, but still minor, injuries e.g., minor burns or scalds, foreign body in eye, fainting, significant abrasions or lacerations (no stitches required), muscular injury, broken tooth. • More serious near misses e.g., broken or covered emergency lights, trip hazard in a dark area, water leaking onto electrical equipment, minor chemical spill.	
Medium	• Significant injuries e.g., penetrating eye injury, dislocation, laceration requiring stitches, fracture of fingers, thumbs or toes, serious burns, or scalds to less than 10% of body, injuries from a fall from a significant height, anaphylactic shock, minor electric shock, injuries from a road traffic collision. • Significant near misses e.g., road traffic collision (no injuries), fire exits blocked. • Other incidents such as small office wastepaper bin-sized fires.	External review by an external health care professional required. (where injury is involved).
High	• Serious injuries e.g., fractures (other than to fingers, thumbs or toes), amputation, loss of sight, crush injuries to the head or torso, serious burns or scalds to over 10% of the body or causing significant damage to the eyes, respiratory system or other vital organ, loss of consciousness caused by head injury or asphyxia, major head injury, incident requiring CPR, fatality, near drowning, hypothermia, significant electrocution, spinal injury or any other life-threatening event. • Serious near misses e.g., near drowning, incorrectly labelled food containing allergens, working at height without fall protection. • Other incidents such as uncontrolled explosions or major fire, structural collapse.	

When deciding the severity of near misses, consideration should be given to the potential outcome from the incident.

3 RESPONSIBILITIES

3.1 Production Management (Producer(s), Unit Production Managers)

The Producer(s) and unit production manager (UPM) are responsible for ensuring the Production meets its legal requirements for reporting, recording, and investigating incidents. Production management must ensure:

- Qualified and experienced Crew are hired and this standard and any relevant local legislation is applied to all work on the Production. This includes the appointment of a competent production safety supervisor who leads investigations and carries out a root cause analysis.
- A crew member is appointed to upload all incidents into SafeD, this will normally sit within the medical and safety teams, prior to those departments the Studio Production Safety team should be consulted to train a member of the Production office.
- Sufficient resources are allocated to support incident investigations and necessary corrective actions.
- Timely escalation of all significant incidents to the studio executive.

3.2 Heads of Department/Supervisors

Heads of Department (**HODs**) and Supervisors are responsible for ensuring all incidents occurring in their areas of control are reported.

HODs must ensure:

- All their crew are aware of how to report incidents.
- All incidents are reported to the Production Safety Department and significant incidents reported to Production management.
- Support to the Production Safety Department in any investigations.
- All evidence is provided as required in the event of an investigation, including crew availability to complete witness statements.

3.3 Production Safety Department

The Production Safety Department manages the overall process for ensuring incidents are appropriately reported, recorded, and investigated.

The Production Safety Department:

- Review all incidents submitted via SafeD to ensure appropriate categorisation.
- Escalate all significant incidents to Production management and the Studio Production Safety Team in a timely fashion.
- Carry out incident investigations for all significant incidents, collecting information as required and uploading into the system.
- Record and track all actions resulting from incidents or incident investigations.

3.4 Medical Support

The medical team, e.g., paramedics/nurses, are responsible for documenting information regarding injury/accidents when treating cast/crew or vendors. This information should be uploaded directly into SafeD. The medical team will inform the Production Safety Department as soon as it is safe to do so of any significant incidents. Any "non-work-related medical treatment" must be logged under that category in the system to ensure appropriate record

information management. Follow up notes shall also be recorded in SafeD to ensure accurate and complete notes following the incident.

4 MANAGEMENT SYSTEM

4.1 Reporting and Escalation of Incidents

During the induction, all crew must be made aware of what an incident is, how to report incidents to their supervisor and the Production Safety Department, and the importance of reporting incidents in a timely manner. This includes an understanding of the difference between what a near miss and other incidents and how to report them. Training should prioritise ensuring the safety of the area and providing immediate assistance to injured individuals when incidents occur.

Significant incidents should be reported to Production Management and the Production Safety Department immediately. Production Management and the Production Safety Department will further escalate as appropriate.

Once any injured parties have been given the appropriate assistance the Production Safety Department should attend the site of the incident for any significant incidents to ensure any relevant evidence (e.g., witness statements, photos etc.) is collected before the scene is disturbed.

4.2 SafeD System

SafeD is a digital safety management system which is to be utilised by Productions for recording all work-related incidents. SafeD is a Software as a Service (SaaS) web-based application which can be used on computers, tablets, or any other device with internet access. The system can also be used in remote locations with the offline/remote form capability. Training and access to the system will be provided by the Studio Production Safety Team. A user guide will be provided for SafeD which gives instruction on how to use the system. All incidents shall be reviewed by the Production Safety Department to ensure correct information is collated, the SafeD entry accurate, investigations completed as required and correct categorisations are assigned.

Access to health data within the system is restricted to the Production Safety Department and medical teams only.

4.2.1 Recording Incidents in SafeD

It is important that as much information as possible be collected at the time of the incident to support the investigation process and enable accurate root cause analysis to be conducted. Those inputting incidents should consider:

When > Where > What > Who > How > Why

For significant incidents, witness statements and photos of the area should be collected and uploaded with the incident report into SafeD.

4.3   Reportable Incidents

Where an incident is reportable under local legislation such as RIDDOR 2013 in the UK, the Production Safety Department will consult with the Studio Production Safety Team prior to submitting any reports.

4.4   Incident Investigation

Following any incident, the Production Safety Department will assess whether an investigation is necessary to identify the root causes and prevent future reoccurrence, or if it is required to gather evidence for potential future claims. Where corrective actions are identified through the root cause analysis they shall be logged and monitored in SafeD until all corrective actions are completed.

Evidence to be collected in any investigation includes, but is not limited to:

- Incident report.
- Medic report.
- Investigation report.
- Witness statements.
- Call sheets.
- Pre incident risk assessments.
- Post incident risk assessments.
- Safe systems of work.
- Training records.
- Any safety information provided to injured party.
- Photos/video footage.
- Documented safe systems of work/method statements.
- RIDDOR report.
- Safety meeting/briefing minutes.
- Minutes of any meeting in which the incident is discussed.
- Plans/sketches of the area.
- Inspection/maintenance records of plant, machinery, and equipment.

4.5   Red Flag Process

The objective of the Red Flag Process is to learn from incidents so circumstances which led to the incident can be avoided in the future, this information is anonymized and shared with other productions.

The Studio Production Safety Team will classify incidents as red flags as required and facilitate the sharing of learnings across Productions. These will be shared in the form of safety bulletins based off the root cause analysis from incident investigations carried out by the relevant Production Safety Department.

4.6   Near Miss Reporting Process

Near misses can be reported in the following ways:

- Direct contact with the Production Safety Department, verbally or by text/email.
- Utilising the Near Miss Remote form in SafeD, which can be accessed with a specific link or using QR codes, both of which are detailed within the SafeD User Guide.

The Production Safety Department will ensure all posters displaying the QR code are in place around the workplace in suitable locations to be accessible to all Crew, such as department and stage Health & Safety noticeboards.

4.7 Record Information Management (RIM)

Production shall ensure all incidents are retained in line with the Studio Record Information Management (**RIM**) Policy. Incidents stored within SafeD will be stored and automatically deleted in line with the Studio RIM Policy. For further details on applicable RIM policies Production should reach out to their studio executive or the Studio Production Safety Team.

5 TRAINING

All Crew should be briefed on the process for reporting incidents, including near misses as part of their induction.

The Studio Production Safety Team will provide training to the Production Safety Department and Production Medical Team on the use of the SafeD system.

6 APPENDICES

6.1 PSSFRM18-1 SafeD Accident Report Form

The hardcopy version of the Accident Report Form is identical to the digital layout created in SafeD. The hardcopy form is available for Production use and is to be completed by the medical team when access to SafeD is unavailable. Once SafeD is available and the accident information has been uploaded to the system, the hardcopy Accident Report Form must be securely destroyed.

6.2 PSSFRM18-2 Witness Statement Form

Witness Statements should be completed by witnesses of any incidents. Once obtained, these forms should be uploaded into SafeD and the hardcopy must be securely destroyed.

6.3 PSSFLC18-1 Incident Reporting, Recording and Investigation Flowchart

Incident Reporting, Recording and Investigation