

**The principles of informing, registering and investigating  
emergency situations and accidents almost having taken place**

<b>Category</b>	Board decision
<b>Scope</b>	Eesti Energia AS Group
<b>Valid from</b>	From approval
<b>Related Documents</b>	Occupational Health and Safety Act
<b>Forms and information system solutions</b>	Notebook for informing of emergency situations Web solution for informing of emergency situations <a href="http://www.energy.ee/hazard">www.energy.ee/hazard</a> Register of emergency situations and incidents
<b>Owner</b>	Risk management department
<b>Documents losing validity</b>	-

## **1 Purpose**

- 1.1 The principles establish minimum requirements for informing, registering and investigation emergency situations and accidents, having almost taken place (hereafter incident), in the field of occupational health and safety, within the companies, business units and services of the Eesti Energia AS Group (hereafter group).
- 1.2 The purpose of informing about, registering and investigating emergency situations and incidents, is to change work processes into safer, more efficient, more environment conserving, turning with the inclusion of all facets of the attention of the employees of the group, to the events, manifestations that disturb processes, as well as to their causes and consequences.
- 1.3 The current procedure is also applicable to the contractors and companies offering services to the group that execute works on sites or territories of the group.
- 1.4 The principles approach from the valid legislation of the Republic of Estonia and take into consideration the requirements of the ISO 45001 occupational health and safety management system.
- 1.5 The Eesti Energia AS risk management department (hereafter risk management department) is responsible for the timeliness and relevance of the document and the review of the principles occurs based on need, but not less frequently than once every three years.
- 1.6 The monitoring of the fulfilment of the principles is executed by the risk management department.

## **2 Definitions**

- 2.1 **Emergency situation** - work related situation which may cause the employee injury, ill health or loss of life or may damage the environment and/or assets (e.g. violation of occupational safety requirements; non-correspondence of the workplace to safety requirements; hazardous equipment, work means, tools etc.)

- 2.2 **Accident/incident almost having taken place** (near miss) - work related event that did not end, but which could have ended with ill health, injury or loss of life of employees. (e.g. the falling of an employee on a slippery path that did not end with an injury)
- 2.3 **Violation of occupational safety requirements** - partial or total ignorance of the safety requirements established by the company or the EE group.
- 2.4 **Hazardous work means/equipment** — work means and equipment that do not correspond with safety requirements (e.g. removed safety devices, blocked emergency stop switches etc.)
- 2.5 **Ill health** - identifiable unfavourable physical or mental condition that has occurred and/or deteriorated, as a result of work activities and/or a work related situation.
- 2.6 **Preventive activity** - activity for the elimination of the cause of a possible non-conformity or other undesirable possible situation.
- 2.7 **Corrective activity** - activity for the elimination of the cause of a discovered non-conformity or other undesirable situation (corrective activities are executed for preventing a recurrence, while preventive activities are executed for the prevention of manifestation).
- 2.8 **Accident** - incident that has as a consequence injury, ill health or death.

### 3 Principles

- 3.1 Each emergency situation and incident must be informed about, according to the procedure established in the company, using for it the most appropriate way:
  - 3.1.1 Oral informing must take place without delay, in the case of an emergency situation that could result in an accident or an emergency. The corresponding persons, in the case of oral informing, must be informed according to the procedure established in the company.
  - 3.1.2 The written notification takes place by filling the "Notice on an emergency situation and accident almost having taken place" (see example in Appendix 2) and placing it in the corresponding mailbox. There must be established within the company, places for mailboxes, as well as agreement on the frequency of emptying mailboxes, which must not be less frequently than once a week.
  - 3.1.3 Electronic informing takes place through electronic devices (e.g. computer, smartphone, tablet etc.) using the corresponding electronic solution "Informing about emergency situations" ([www.energy.ee/oht](http://www.energy.ee/oht)) or by email ([ohutus@energia.ee](mailto:ohutus@energia.ee))
- 3.2 The company registers all emergency situations and notifications about incidents according to p. 4
- 3.3 The detector and notifier of the emergency situation must also, if possible execute preventive activities for the prevention of an actual accident. (e.g. installing a safety tape, restriction etc.)
- 3.4 It is important to deal with all notifications of emergency situations to the end, otherwise the notification loses its purpose, as well as it is also important to give feedback to employees that concrete measures were adopted concerning the emergency situation or incident, using there for stands etc.

### 4 Registering of emergency situations and accidents having almost taken place

- 4.1 The person appointed by the company registers all emergency situations and notifications about incidents in the register of emergency situations and incidents.

- 4.2 An example of the register of emergency situations and incidents is in Appendix 1.
- 4.3 The register of emergency situations and incidents must minimally record:
- the type of notification, through which the notification was received (paper, electronic, oral)
  - date and time when the notification arrived
  - location
  - brief description of the emergency situation
  - activities immediately undertaken
  - improvement activities for the prevention of accidents
  - first and family name of the informer
  - position
  - remarks
- 4.4 The information in the notification must be recorded in the register of emergency situations and incidents, the contents of which must not be changed when registering.

## **5 Treatment of emergency situations and accidents having almost taken place**

- 5.1 An investigation is conducted, in the case of incidents (accidents almost having taken place), the main purpose of which is not the determination of the offender nor the severity of the offense, but the clarification of the root causes of the incident, as well as the application of preventive measures to avoid similar events.
- 5.2 A 5 why methodology should be used for investigating incidents (accidents almost having taken place).
- 5.3 An investigation must be conducted by the investigation commission of the company, if the causes of an accident almost having taken place are not clear and unambiguously determinable. The commission is formed according to the situation and if needed includes technical experts, representatives of the producer of the device or other persons. The investigation commission must include at least two employees of the company, of which one is a work environment specialist or a person performing his/her duties.
- 5.4 The purpose in the case of notifying about emergency situations, must be the rapid liquidation of the emergency situation, for the prevention of an actual accident.
- 5.5 The investigation of the incident must be conducted within a reasonable time, recommendable within 10 working days from receiving the notification.
- 5.6 The results of the investigation must be consolidated into a corresponding legal instrument (see example, Appendix 3), into which is recorded the situation prior to the incident, its causes, as well as the corrective and preventive measures for avoiding similar events in the future.
- 5.7 All related materials (notification, drawings, diagrams, explanatory notes, legal instruments etc.) are consolidated into a file, in the process of the investigation.
- 5.8 The results of the investigation must be made known to the entire personnel of the company, if needed.

## **6 Improvement activities**

- 6.1 The priority of activities, according to the danger level of the incident, must be established, concerning the corrective and preventive measures, recorded in the investigation legal instrument, describe the improvement activities, deadlines and those responsible.

- 6.2 The employee, appointed by the company, monitors the deadlines of activities and the fulfilment process.

**7 Regarding the notification of emergency situations and accidents almost having taken place**

- 7.1 The employee appointed by the company collects together the notices received, within a quarter, on emergency situations, as well as presents them to the occupational safety council.
- 7.2 A thank you gift is drawn from among the senders of notifications, within the occupational safety council. The purpose of the thank you gift is to give recognition to behaviour that supports a safe work environment.
- 7.3 The notifiers of emergency situations and accidents almost having taken place receive their gift of thanks, if the notices they have presented are identifiable (the name and family name, position exist or they are not anonymous).

Appendix 1

No	Type of notification	Date	Time	Location	Emergency situation type	Emergency situation description	Activities immediately undertaken	improvement activities for the prevention of accidents	First and family name of the informer	Position	Remarks
1.	Paper				Violation of occupational safety requirements						
2.	Electronic				The workplace does not correspond with requirements						

## Ohuolukorra teatis

Kuupäev: ..... Kellaaeg: .....

Asukoht: .....

### Ohuolukorra liik:

- ☐ Peaaegu juhtunud tööõnnetus
- ☐ Tööohutusnõuete rikkumine
- ☐ Ohtlikud töövahendid/seadmed
- ☐ Töökoht ei vasta ohutusnõuetele
- ☐ Eetikakoodeksi rikkumine
- ☐ Muu

### Olukorra kirjeldus:

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### Koheselt ettevõetud toimingud:

.....

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Teatas: .....

ees- ja perekonnanimi, ametikoht

**OHUTUS EELKÕIGE!**

Appendix 3

LWGAL INSTRUMENT FOR INVESTIGATING AN ACCIENT ALMOST HAVING TAKEN PLACE

Event name

Place of compiling the legal instrument

Date of compilation

Commission composition:

Chairman (position, name)

Members (position, name)

THE FOLLOWING WAS INVESTIGATED AND FOUND:

1. Situation prior to the event
2. Description of the event(s)
3. Causes and consequences of the event(s) and the relationships between them
4. Conclusions and proposals of the commission

Signatures: (name, signature, date):