



Property, Development & Retail Management

Accident, Incident and Near Miss Reporting

Mandatory - November 2019



Landsec
One Best
Way



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Essential information about our
Health & Safety Standards.

Property, Development & Retail Management

Reporting Guidance

1.1 Overview

This document identifies the mandatory requirements expected of Landsec employees in relation to the reporting of health, safety and security accidents and incidents.

Why do we need to report accidents, incidents, near misses and significant incidents?

- **We want to learn from things that go wrong:** Identifying the cause(s) of accidents/incidents, including near misses, helps us identify what actions we need to take to prevent any reoccurrence.
- **We are legally obliged report certain accidents/incidents** in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR 2013) and it is Landsec policy to be open, transparent and strive to be best in class in our approach to reporting throughout the Group.
- **We can protect ourselves financially:** By proactively reporting and recording accident and incident data we minimise our financial exposure from any claims made and build a robust defense should we be challenged regarding how we manage our properties.

1.2 What must be reported

1.2.1 Locations and circumstances

An accident or incident that occurs in one or more of the following circumstances must be recorded on RiskWise:

- Within Landsec demise area
- Within a tenant's demise but impacts on our operations (i.e. involvement in first aid) or life safety systems
- Within a Landsec development/construction project where we are acting as Client
- Off-site but involves a Landsec employee as part of their work (driving for work, team event etc.)

1.2.2 Types of accident or incident

Accidents or incidents that must be reported:

- Injuries to company personnel, service partners, tenants, contractors, visitors or members of public (includes fatalities, RIDDOR reportable injuries, other lost time injuries, minor injuries, first aid injuries)
- Significant incidents or events
- Near misses
- Involvement of Landsec or Service Partners in first aid incidents within a tenant's demise
- New cases of work-related ill health/occupational disease

- Formal regulatory visits (by HSE, EHO, EA)
- Verbal or physical assault or threat of assault
- Physical or cyber security threats or events
- Full site unplanned evacuations (even from a false fire alarm activation that was unplanned)
- Significant property damage (such as glazing or signage failure)
- Lift entrapments outside of SLA response time
- Any damage to, or compromise of, life safety systems of a property
- Dangerous Occurrences, as defined under RIDDOR (e.g. structural failure, lifting equipment failure)

1.2.3 Security Incidents

The following security incidents must be reported on RiskWise:

- Any incidents where a criminal offence has or is alleged to have been committed, e.g. anti-social behaviour, assault, theft of vehicle, theft/damage to Landlord property. (Brand Partner/Retailer thefts should not be reported on RiskWise).
- Any incidents involving a Police Officer attending or contacting site, e.g. to update on an investigation, or providing intelligence relating to criminal activity involving the site. Excludes: HMRC visits to view CCTV, law enforcement engagement not relating to an incident.



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- Engagement with vulnerable persons, including attempted suicide or suicide events, missing persons with police involvement, interactions with vulnerable people that require external agency involvement.

It is assumed events not included in the above are recorded by the Service Partner on local systems.

1.3 Significant Incidents

A significant incident includes:

- A serious RIDDOR or potential RIDDOR incident
- Near misses which had potential for a serious outcome for example injury to multiple people, members of the public, and/or reputational damage
- All accidents/incidents on our development projects where Landsec is acting as construction Client involving members of the public and those that occur outside the site boundary
- All other serious or potentially serious incidents where there is doubt about reporting.

1.3.1 Notification of a Significant Incident

In the event of a significant incident occurring a phone call must be made, followed by an email at the earliest convenience, to your Landsec point of contact (Landsec – Project Manager, Building Surveyor, General Manager, Portfolio Director, Centre General Manager, Ops Manager) including a member of the HS&S team. The incident must then also be recorded on RiskWise.

1.4 RiskWise Forms to use

The following forms are available on RiskWise to report the different types of accidents and incidents as mentioned above. Further information on how to report can be found in the Landsec S2 AIR User Guide.

- Incident – Person Injured
- Incident – No injury
- Near Miss
- Dangerous Occurrence
- Disease
- Environmental Incident
- Security
- Enforcement Visit
- Development incident

1.5 RIDDOR requirements

RIDDOR stands for the Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR 2013) and requires employers and those in control of premises to report and keep records of specified workplace incidents. These incidents must

be reported to the Health & Safety Executive (HSE) online via RiskWise using the HSE RIDDOR F2508 Notification. It is the responsibility of the HS&S team to report RIDDOR reportable incidents to the HSE.

The HS&S team report incidents to the HSE in accordance with current legislation. The following should be noted for information:

- **Service Partners, Contractors and Tenants:** Landsec reports to the HSE under RIDDOR for employee and member of public injuries and incidents only. Injuries or incidents to anyone else working at a Landsec property are reported to the HSE directly by their employer, although still recorded on RiskWise.

- **Member of Public Injuries** are only reportable where a member of public or others are injured in our demise and the person is taken directly from the scene of the accident to hospital for treatment to that injury.

Note: Examinations and diagnostic tests do not constitute 'treatment' in such circumstances and there is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent. (Note that these incidents are NOT RIDDOR-reportable if the accident has not occurred out of or in connection with a work activity.)



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Action to be taken:

November 2019

Status:

Mandatory

Further help & contacts:

If you need any further information or guidance please contact any member of the Health, Safety & Security Team.

2. Process for reporting

2.1.1 Where to report (RiskWise Accident and Incident Module)

Accidents, incidents and near misses are to be reported solely on RiskWise - Landsec's internal online reporting system - rather than on local or third party systems in order to avoid duplication and to enable accurate data management.

RiskWise can be accessed by both internal employees and external service partners, upon prior agreement. See Landsec S2 AIR User Guide for further instructions.

2.1.2 Who can report?

Anyone who has the suitable training and who works for or on behalf of Landsec, at our properties or developments, can report and accident or incident on RiskWise. This includes Technical Service Managers, Operations Managers, General Managers, Project Managers, Surveyors, Security Personnel and Admin staff etc.

The "Responsible Person" for the site is accountable for completing the 'investigation' tabs. The only exception is when the incident is a potential RIDDOR. In this case the relevant HS&S Manager will have to review and confirm if it is subject to reporting under RIDDOR or not.

2.1.3 Timescales

Initial report: When a significant incident occurs that may result in serious injury or have serious implication for Landsec, the appropriate Landsec person is to be notified of the incident. The method of initial notification will be agreed with your teams.

RiskWise report form: The incident should then be recorded on RiskWise as soon as accurate and concise information is provided. It's therefore preferable for an incident that occurs on Saturday or Sunday to be entered on RiskWise on the following Monday when pertinent facts are established and agreed rather than on a Saturday before all facts have been gathered and verified.

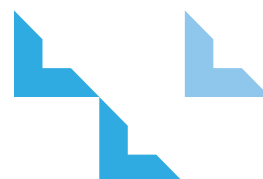
RIDDOR F2508 Completion:

Within ten/fifteen days of incident depending on circumstances:

- The HS&S team must notify the enforcing authority without delay, in accordance with the reporting procedure (Schedule 1) and a report must be received within 10 days of the incident.
- For accidents resulting in the over-seven-day incapacitation of a worker, the HSE must be notified within 15 days of the incident, using the appropriate online form.
- Cases of occupational disease, including those associated with exposure to carcinogens, mutagens or biological agents, must be reported as soon as the responsible person receives a diagnosis, using the appropriate online form.

Additional Information:

- See Landsec S2 AIR User Guide
- www.hse.gov.uk/riddor
- www.legislation.gov.uk/ukxi/2013/1471/contents/made



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Land Securities Group PLC

100 Victoria Street, London SW1E 5JL

+44 (0)20 7413 9000

investor.relations@landsec.com

landsec.com



Landsec