

Agreement between Royal Mail Group and CWU

ROYAL MAIL GROUP - REPORTING AND RECORDING ACCIDENTS SAFETY REPRESENTATIVES ISSUE ESCALATION PROCESS

1. Recording Accidents

Any injury at work, including minor injuries, must be recorded on the Royal Mail Group Accident Reporting System (ERICA or any future replacement system). This provides a record of what happened and assists both Royal Mail Group and the CWU in helping to make improvements in performance and aim to prevent a repeat of the accident in the future.

2. Notifying Area Safety Reps

Royal Mail Group will continue to promptly notify and report all accidents to CWU Area Safety Reps (ASRs). Royal Mail Group will also continue to involve ASRs in the investigation process and remedial action decisions in line with Regulations 4(1)(a) and 7.2 (c) of the Safety Representatives and Safety Committees Regulations (SRSCR) 1977.

3. Investigating Accidents

Royal Mail Group will continue to follow the principles of the HSE model contained in HSG245 entitled "Investigating and Reporting Accidents and Incidents - A workbook for Employers, Unions, Safety Representatives and Safety Professionals".

Detailed and thorough investigation of accidents forms an essential part of good health and safety arrangements and assists with devising suitable remedial action plans. These plans will then be implemented, and reviewed as appropriate, with the aim of preventing further similar accidents. To maximise the value of accident investigations, it is essential that the management and the Safety Rep are proactively involved and consulted. Royal Mail Group and CWU support and encourage collaborative working in this respect.

4. Blame

All accidents will continue to be investigated as soon as possible, and then followed up by analysis to identify root cause and potential trends. To maximise learning it is important to be open, honest and objective throughout the investigation process with no pre-conceived ideas about the process, the equipment or the people involved. Effective investigations will identify root cause and provide information that can then be used to improve performance and prevent future failure; the objective is to learn and not to blame.

5. Under-Reporting or Non-Reporting

All accidents must be reported; Royal Mail Group and CWU are committed to ensure that all accidents are reported and there is a zero tolerance approach to failing to report adequately, appropriately and factually.

The accident book (ERICA or any future replacement system) will remain readily accessible to employees via their line manager.

It is the responsibility of the employee to ensure workplace accidents are reported to their manager and that details are recorded in the accident book (ERICA or any future replacement system) at the earliest opportunity to prevent any further loss, damage or injury.

Workplace accidents will continue to be investigated, the objective being to identify root cause and implement remedial action where necessary.

The HSE recognises that timely and accurate reporting of accidents is essential. Employees must report all accidents to their manager as soon as they occur so as to ensure appropriate investigation, analysis and remedial action can be taken. At this stage a record will be made in the accident book (ERICA or any future replacement system).

6. Timescales

Under normal circumstances accident reports (ERICA or any future replacement system) will be provided to the CWU Area Safety Representative within a 24hr period. To ensure that all the information has been captured accurately, it is acknowledged that occasions may arise when this is not always possible and subsequently such cases will require an extension to this timescale, such extensions will be reasonable and sanctioned by the RMG Safety Team and reviewed jointly in consultation with the CWU Area Safety Representative. However, the accident will be notified to the Area Safety Representative at the earliest opportunity.

7. Escalation Process

Any accident not correctly reported can be raised by the CWU ASR via the attached Escalation Process Flow Chart and Report Form. This is a structured process that is designed to capture and report any cases relating to the non-reporting of accidents at work.

SIGNED



Shaun Davis
Royal Mail Group
Director of Safety, Health, Wellbeing
Officer
& Environment

SIGNED



Dave Joyce
Communication Workers Union
National Health, Safety & Environment

Accident Reporting - Issue Escalation Flowchart For CWU Area Safety Representatives

