

**OPERATIONS MANAGEMENT**

**DIRECTIVE CONCERNING THE  
REPORTING OF A WORK  
INJURY INVOLVING AN EXO  
EMPLOYEE OR SUPPLIER**

November 2018

**exo**

**TITLE OF THE DIRECTIVE:****Directive Concerning the Reporting of a Work Injury Involving an *exo* Employee or Supplier**

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<b>References:</b>	<i>Act respecting industrial accidents and occupational diseases</i> (CQLR c A- 3.001) <i>Act respecting occupational health and safety</i> (CQLR c S-2.1) <i>First-aid Minimum Standards Regulation</i> (CQLR c A 3.001, r 10) Policy on Occupational Health and Safety - <i>exo</i>		
<b>Applies to:</b>	Every <b>exo</b> employee and supplier		
<b>Executive summary:</b>	This Directive covers the steps to be followed internally in the case of a work incident/accident involving an <b>exo</b> employee or supplier.		
<b>Responsible for issuance and update:</b>	Executive Branch - Operations		

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## BACKGROUND

Every work incident/accident, regardless of how minor or major, must be reported to the employer.

This Directive sets out a process for reporting work incidents/accidents and taking appropriate actions, such as reporting the work injury within the required timeframe to the appropriate authorities or identifying and analyzing the causes and circumstances of the event in order to correct them. This procedure applies to employees of the Réseau de transport métropolitain (**exo**) and to the suppliers working on **exo** sites.

# OBJECTIVES

- recognize the obligations of the employer and **exo** employees and suppliers;
- recognize the rights of the employees;
- report every work injury;
- ensure follow-up on the work injury;
- initiate an investigation and analysis process to:
  - identify the causes and circumstances of the injury;
  - identify the corrective measures; and
  - avoid a recurrence; and
- implement planned corrective measures, and follow up.

# AUTHORITY

The Executive Branch - Operations is responsible for the process of reporting every work injury.

# DEFINITIONS

**CNESST:** means the Commission des normes, de l'équité, de la santé et de la sécurité du travail.

**COS:** means **exo's** Centre d'opérations et de surveillance.

**Exo site:** means any property operated by **exo**, including the work places such as the garages, maintenance centres, offices and terminals.

**Exo supplier:** means the person to whom a contract is awarded, and who is obligated to perform all of the tasks set out in the contract. The supplier is at all times and under every circumstance entirely responsible for all of the activities of every member of its staff and of its subcontractors.

**HRB:** means the Human Resource Branch.

**Incident:** means an unforeseen event that did not cause injury, illness or damage, but that had the potential to do so, also referred to as a "near miss".

**Incident report:** means the summary of an event recorded by a COS officer following a minor or major work injury.

**Work injury:** means a sudden and unforeseen event, attributable to any cause, which happens to a person arising out of or in the course of his work and resulting in an employment injury to him (definition in the *Act respecting industrial accidents and occupational diseases*).

**Major accident:** means an accident with time lost beyond the day of the accident.

**Minor accident:** means an accident with or without injuries that does not result in any time lost other than the day of the accident.

**OHS:** means occupational health and safety.

## **ROLES AND RESPONSIBILITIES**

### **EXO EMPLOYEE**

- report the injury to their immediate supervisor as soon as possible;
- quickly consult a doctor when their condition so requires, even if the injury may appear slight;
- in cases where only minor care is required, fill out the Accident/Incident and First Aid Register in the first aid kit;
- in the case of a work injury, the A1-OHS “Employee Statement” form must be filled out;
- submit the A1-OHS “Employee Statement” form to the immediate supervisor as soon as the employee’s condition allows; and
- contact the Human Resource Branch after seeing a doctor to report on the employee’s condition.

### **IMMEDIATE SUPERVISOR**

- assign a first aid attendant and take charge of the situation;
- immediately inform the COS of the work injury;
- take immediate corrective measures to avoid a recurrence;
- if first aid is provided, have the first aid attendant fill out the Accident/Incident and First Aid Register on the spot;
- in the case of an injury, as soon as the employee’s condition allows, give the employee the A1-OHS “Employee Statement” form, and have the employee fill it out, and within 48 hours the immediate supervisor must submit the form to the OHS representative; and
- take part in the investigation and analysis of the incident/accident organized by the OHS representative within five business days.

## EXO SUPPLIER

- assign a first aid attendant and take charge of the situation;
- immediately inform the COS of the incident/accident;
- give the OHS representative the “Employee Statement” form and the supplier’s accident investigation form or the A2-OHS “Investigation and Analysis” form within five business days; and
- designate a representative of the supplier to take part in the investigation and analysis of the incident/accident along with the **exo** OHS representative.

## COS

- receive the information about the incident/accident from the immediate supervisor of the employee or from the supplier;
- open a file and fill out an incident report for every industrial incident and accident;
- issue a security alert system (SAS) to ensure that someone takes charge of the event;
- inform the **exo** OHS representative;
- contact the **exo** Executive Director – Operations when an event involves an **exo** employee;
- follow the “Procedure for Reporting an Incident/Accident Involving an **exo** Employee or Supplier” using the A3-OHS form; and
- compile the necessary information in the incident report.

## OHS HEAD OR REPRESENTATIVE

- notify the CNESST if the accident results in:
  - the death of a worker;
  - significant trauma (e.g. loss of a limb);
  - the absence of several injured workers; or
  - damage in excess of \$150,000;
- follow up with the employee’s immediate supervisor for details of the incident/accident;
- initiate the investigation and analysis process by organizing a meeting and mobilizing the team that will proceed with the investigation within five business days after the incident/accident;
- fill out the A2-OHS “Investigation and Analysis” form, and have it signed by the appropriate individuals;
- ensure follow-up on the corrective measures within the prescribed timeframes; and
- include all documents related to the incident/accident with the SAP.

## **MANAGER OF THE INJURED EMPLOYEE**

- take part in the investigation, as required; and
- review the A1-OHS and A2-OHS forms.

## **HUMAN RESOURCE BRANCH**

- take part in the investigation, as required;
- review and sign the A1-OHS and A2-OHS forms;
- ensure management of the disability, and provide the main point of contact for the employee's health care; and
- provide the main point of contact for the disability file with CNESST.

## **GENERAL GUIDELINES**

- every industrial incident/accident, whether minor or major, must be followed by a statement by the injured employee;
- the investigation and analysis must be done within five business days after the incident/accident, and ideally on the very site where it occurred;
- after obtaining the information about the incident/accident, the employee's immediate supervisor must contact the COS;
- the COS opens a file, prepares an occurrence report whose subject is "Industrial accident", and issues an SAS (for industrial accidents only). The COS follows the "Procedure for Reporting an Incident/Accident Involving an exo Employee or Supplier" using the A3-OHS form;
- if the doctor recommends time off work, a temporary assignment or something else, the employee must submit the documents provided by the doctor to the Human Resource Branch as soon as possible, and notify the immediate supervisor of the time off work or functional limitations;
- as soon as the employee's health allows, the latter must fill out the A1-OHS "Employee Statement" form, sign it and submit it to the immediate supervisor;
- the OHS representative follows up with the immediate supervisor for details on the accident, and initiates the investigation and analysis process by mobilizing a team, which must include the employee's immediate supervisor. The OHS representative must fill out



the A2-OHS "Investigation and Analysis" form within five business days, have it signed by the appropriate individuals, and add it to the SAP reports.

## **ANNEXES**

A1-OHS Employee Statement form

A2-OHS Investigation and Risk Analysis form

A3-OHS: SE\_1200\_Procedure for Reporting an Incident/Accident Involving an exo Employee or Supplier