

# Guide to Completing an Employer Incident Investigation Report (EIIR)

WorkSafeBC has developed an employer incident investigation report (EIIR) [template](#) you can use to create all four reports that may be required following an incident in your workplace. This template will help you collect all the necessary information and reduce the work associated with completing multiple, separate reports.

## What is this guide for?

This guide will walk you through the process of completing an EIIR, in conjunction with the requirements of [Part 2, Division 10](#), of the *Workers Compensation Act* (the Act) and prevention policies P2-71-1 and P2-72-1.

## How many reports do I need to complete?

Depending on the incident, you may be required to complete up to four separate reports. Each report represents the status of the investigation at a specific point in the investigation process.

Report type	When	Template sections
Preliminary investigation	Complete within 48 hours	1 to 14
Interim corrective action	As soon as possible	1, 9, and 12
Full investigation	Complete within 30 days	1 to 19
Full corrective action	As soon as possible	1, 9, and 17

## How do I submit a report to WorkSafeBC?

You can view and submit your incident investigation reports through your organization’s online service account.

Once you have logged into your account, click on the “Health & Safety” tab and you will see a link to “View or submit an Employer Incident Investigation Report”.

## Ways to submit an Employer Incident Investigation Report (EIIR)

- Through our [online services](#), which includes convenient features such as being able to:
  - Create preliminary and full investigation reports
  - Prepopulate information from your preliminary report
  - Save a partially completed report
  - View previously submitted reports through online services

Learn more about how to [create an online services account](#).

- If you are using our [fillable PDF template](#) or your own reporting template, you can [upload your report](#) to us.
- Alternatively, you can fax your report to 604.276.3247 (toll-free at 1.866.240.1434) or send by mail to: WorkSafeBC, PO Box 5350 Stn Terminal, Vancouver, BC V6B 5L5.

## When is an investigation required?

Employers are required to immediately investigate any incident that involves the following:

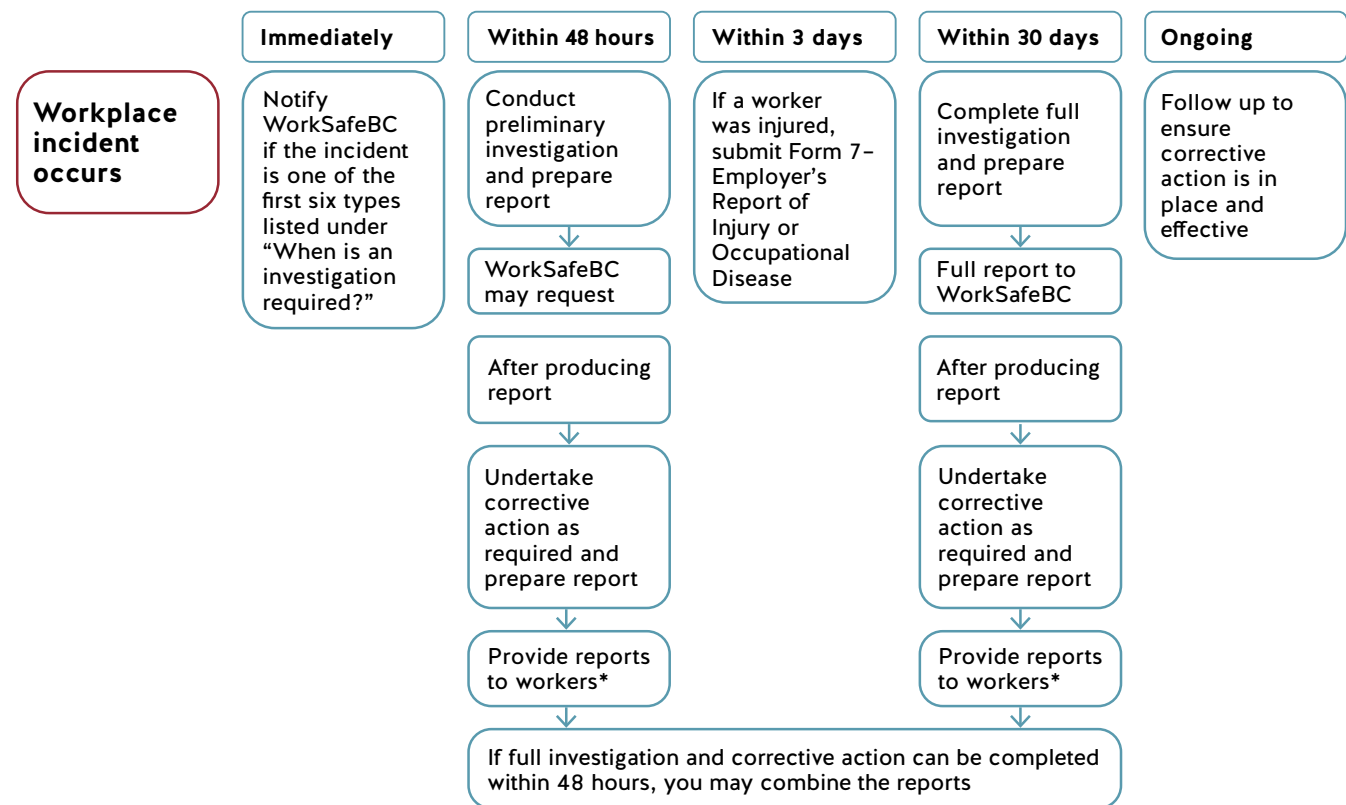
- (1) Serious injury to or death of a worker
- (2) A major structural failure or collapse
- (3) A major release of a hazardous substance
- (4) Fire or explosion with potential for serious injury
- (5) A blasting accident causing personal injury
- (6) Dangerous incident involving explosives, whether or not there is personal injury
- (7) A diving incident, as defined by the Occupational Health and Safety Regulation

- (8) Minor injury or no injury but had potential for causing serious injury
- (9) Injury requiring medical treatment beyond first aid

**Note:** For the first six types of incidents, you must also notify WorkSafeBC immediately. Call toll-free 1.888.621.7233. After hours call 1.866.922.4357.

If the incident is not one of the types listed above (for example, it was a minor incident and there was no risk of serious injury), you are not required to investigate it, but it's good practice.

## What to do following a workplace incident



\* Provide to the joint health and safety committee or worker health and safety representative, as applicable. If there is no joint committee or worker representative, post the report in the workplace.

## Step 1: Preliminary investigation report

When an incident occurs, you must conduct a preliminary investigation to identify any unsafe conditions, acts, or procedures — as much as possible — to identify and manage hazards in the workplace. This helps ensure that work can be done safely during the interim period between the incident and the conclusion of the full investigation.

When the preliminary investigation is complete, open the EIIR template and enter the incident details in sections 1 to 14. Save the file as a Microsoft Word or PDF file, indicating the date of the incident, the injured worker's name, and the type of report (preliminary investigation). Complete this report within 48 hours.

Preliminary investigation reports must be initiated immediately and must contain all information specified by policy. Don't submit your preliminary investigation report to WorkSafeBC unless you have been directed to do so by an officer.

### Section 1: Employer information

Provide the employer's legal name, operating name or trade name, address, contact number, email address, WorkSafeBC account number, and operating location number.

### Section 2: Injured persons

Provide the names and job titles of individuals injured or killed in the incident, even if they don't work for the employer.

### Section 3: Place, date, and time of incident

For incidents in remote locations or away from the employer's mailing address, include whatever identifying information is available. This may include GPS coordinates, mile markers, or street intersections.

### Section 4: Type of occurrence

Use this section to indicate the type of incident you are investigating. You are legally obligated to investigate and report certain types of incidents. If it's a first aid-only injury and there was no risk of serious injury, you are not required to investigate it.

You are not required to investigate a vehicle accident occurring on a public street or highway.

Section 10 of the template lists examples of serious injuries. "A major release" is defined in [Policy P2-68-1](#).

### Section 5: Report type

Indicate whether this is a preliminary investigation, interim corrective action, full investigation, or full corrective action report. If you are using the EIIR template for multiple reporting obligations, select all the report types that apply. For example, if you have completed the preliminary investigation and identified and taken corrective action, select the "Preliminary investigation report" box and the "Interim corrective action report" box.

Indicate if this is a revision to a previously documented report. If this is a preliminary investigation report requested by an officer, note the officer's name.

### Section 6: Witnesses

Provide the names and job titles of any witnesses to the incident, including workers or members of the public.

### Section 7: Other persons whose presence might be necessary for a proper investigation

Provide the names, job titles, and contact information of anyone who is needed to conduct the investigation. This may include workers who were on shift before the incident, someone who maintained equipment involved in the incident, or third-party consultants.

### Section 8: Sequence of events that preceded the incident

Identify significant events that led up to the incident. You can also include relevant events that followed the incident, such as first aid. Include dates and times, if possible. Arrange the events in chronological order, from first to last. Don't include things that should have happened but did not (for example, "worker did not use guard").

## **Section 9: Unsafe conditions, acts, or procedures that significantly contributed to the incident**

Analyze the sequence of events. Ask why each event happened. Describe any unsafe conditions, acts, or procedures (for example, poor housekeeping or failure to follow safety procedures). Avoid stopping at personal factors, such as “worker was careless.” Consider possible problems with factors such as training, equipment maintenance, standard work procedures, and environmental conditions.

## **Section 10: Nature of serious injury**

You may use this section to indicate the nature of the injury, if applicable. According to [Guideline G-P2-68-1](#), a serious injury “is any injury that can reasonably be expected at the time of the incident to endanger life or cause permanent injury.” Serious injuries include traumatic injuries such as fractures of the arms or legs, major cuts, burns and crush injuries.

## **Section 11: Brief description of the incident**

Summarize what happened based on the information in sections 8, 9, and 10.

## **Section 12: Corrective actions identified and taken to prevent recurrence of similar incidents**

Describe the corrective actions you have identified to prevent similar incidents. Include the action, the name and job title of the person responsible for it, and the completion date or anticipated completion date.

## **Section 13: Explanation of blank areas on this preliminary report, if any**

You are expected to take reasonable steps to investigate the incident and identify unsafe conditions, acts, or procedures as much as possible. Circumstances outside an employer’s control may restrict the investigation — for example, not being able to access the incident scene because of an ongoing police investigation. If you can’t complete the preliminary investigation you should still provide any information you have available.

## **Section 14: Persons who carried out or participated in the preliminary investigation**

Include the name and job title of anyone who took part in the employer’s incident investigation.

## **Step 2: Interim corrective action report**

Interim corrective action reports must address the findings of the preliminary investigation. If all interim corrective action was completed when the preliminary report was written, you have already completed the corrective action report and can check both boxes in section 5 (preliminary investigation report and interim corrective action report).

If some actions still need to be done, open the preliminary investigation report and rename the file to indicate that this is the interim corrective action report. Update the information in sections 9 and 12 with any new actions or dates. If some actions still have not been done at the end of the full investigation, ensure they are included in your full corrective action report.

The information you provide in sections 1 to 14 is sufficient to satisfy your legal obligation to prepare both a preliminary incident investigation report and interim corrective action report. You must provide these reports to your joint occupational health and safety committee (or worker health and safety representative, if applicable). If there is no joint committee or worker representative, the reports must be posted in the workplace. Don’t send these reports to WorkSafeBC unless an officer asks for them.

### Step 3: Full investigation report

In the full investigation, you must determine the causes of the incident. These causes could include underlying problems with supervision, training, preventative maintenance, or other management systems.

When you have completed the full investigation, open the interim corrective action report and rename it (full investigation report). Check the box in section 5. Add information to sections 15 to 19. Submit the report to WorkSafeBC within 30 days of the incident. Don't submit attachments to the report, such as photos, videos, and drawings. Instead, keep them at the workplace.

#### Section 15: Determination of causes of incident

Analyze the facts and circumstances of the incident to identify the underlying factors that led to it. What underlying factors made the unsafe conditions, acts, or procedures possible? Identify health and safety deficiencies.

#### Section 16: Full description of the incident

Use the brief description from the preliminary report as a starting point. Expand on it, as necessary.

#### Section 17: Additional corrective actions necessary to prevent recurrence of similar incidents

Provide information about the corrective actions you have identified to prevent similar incidents. Include the action, the name and job title of the person responsible for it, and the completion date or anticipated completion date.

**Note:** If all the corrective actions have been completed by the time you write the full report, this report can also serve as the full corrective action report. In this case, remember to check both boxes in section 5.

#### Section 18: Persons who carried out or participated in the full investigation

Include the names and job titles of those who took part in the employer's incident investigation.

#### Section 19: Other relevant workplace parties

Depending on the nature of your workplace, there may be other people, such as prime contractors or property owners, who have duties or responsibilities for workplace safety. Identify any other person actively involved in the incident, and include the name and contact information for these other workplace parties, if applicable.

The information you provide in sections 1 to 19 is sufficient to satisfy your legal obligation to prepare a full incident investigation report. You must provide this report to your joint occupational health and safety committee (or worker health and safety representative, if applicable). If there is no joint committee or worker representative, the reports must be posted in the workplace.

### Step 4: Full corrective action report

If there are still outstanding, incomplete corrective actions when you write the full investigation report, then you may be unable to complete the full corrective action report at that time. When all the corrective actions have been completed, open the full investigation report and rename it (full corrective action report). Add the completion dates in section 17 (and section 9, if any).

You must provide this report to your joint occupational health and safety committee (or worker safety representative, if applicable). If there is no joint committee or worker representative, you must post the report in your workplace. Don't send this report to WorkSafeBC unless an officer asks for it.

## What formats is the EIRR template available in?

The template is available in two formats: PDF and Word. The PDF template is dynamic — you can type in the fields. However, it can't be customized with additional fields.

The Word template also has dynamic fields you can type in. You may wish to customize the template by adding a company logo, more fields for tracking and categorizing incidents, or more rows in different sections (for complex or large investigations).

## Do I have to use the EIRR template?

Employers are not required to use the template. You can choose to continue using your own methods of recording incident investigations on your own forms.

Regardless of the reporting format used, your reports must contain the information required by [Policy P2-71-1](#) and [Policy P2-72-1](#) in order to comply with sections 71(2)(a) and 72(2)(a) of the Act.

If you are using your own form, please attach a cover sheet that includes any required information that isn't covered in your form. The cover sheet should include:

- Your WorkSafeBC account number and operating location
- The type of report you are submitting (full investigation or other)
- The type of incident (for example, a minor injury, a near miss, or a serious injury)

## What are the timelines?

You must initiate the preliminary investigation immediately and complete a preliminary investigation report within 48 hours of the incident. You must also initiate the full investigation and submit the full investigation report to WorkSafeBC within 30 days of the incident, unless WorkSafeBC grants an extension.

Depending on the complexity of the incident, you might be able to complete your full investigation report within 48 hours. (See “Can I combine reports?”)

The 48-hour period can be extended if it expires on a Sunday or other holiday, or it expires on a day you are not normally open.

You must provide the corrective action report to your joint occupational health and safety committee (or worker safety representative, if applicable) as soon as possible after the corrective action occurs.

## How should I organize my investigation files?

We recommend that when an incident occurs you open the template and save it as a Word or PDF file with a name that indicates the date of the incident, the injured worker's name, and the type of report. For example, you could save a file as: “2015-12-27 John Doe – Preliminary”

If there was no injury, a near-miss incident could be saved as: “2015-12-27 Near Miss – Preliminary”  
When you move to step 2 (the corrective action report), open the preliminary report, rename it, and update the information. For example, rename the file  
“2015-12-27 John Doe – Interim”

When you have completed the full investigation, open the interim file, rename it, and complete the information in sections 15 to 19. For example, rename the file:  
“2015-12-28 John Doe – Full”

When you have completed all the corrective actions, it is time to complete the full corrective action report. Open the full report, rename it, and finalize the information in section 17. For example, rename the file:  
“2015-12-28 John Doe – Corrective”

Naming and organizing your files in this way, helps keep all reports together and minimizes re-entering data in the reports.

## Can I hand write the full investigation report?

Both the Word and PDF versions of the template are formatted to be printed and may allow enough space for you to write in the needed information. You could then scan the print document as either a PDF or JPG file and submit it online via your online services account.

## When can I combine reports?

Depending on the complexity of the incident investigation, it may be possible to complete the full investigation report and resulting corrective action within 48 hours. In this situation, you may combine one or more reports as long as you meet all the requirements and complete the reports within the required time. [Policy P2-72-1](#) describes what to do when the incident investigation and resulting corrective action are completed within 48 hours.

## Who needs to conduct the investigation?

Your incident investigation must be carried out by people who are knowledgeable about the type of work involved. The employer, or a representative

of the employer, and a worker representative must participate if they are reasonably available. That means each investigation will be carried out by at least two people, maybe more for complex investigations. For guidance on how to determine whether a worker representative is “reasonably available” to participate in an employer incident investigation consult [Guideline G-P2-70-1 Participation by worker representatives in incident investigations](#).

Participation in the investigation will include:

- Viewing the scene of the incident with those carrying out the investigation
- Providing advice to the people carrying out the investigation
- Any other activities prescribed by WorkSafeBC

People participating in the investigation must have adequate training to be able to fulfill their responsibilities. They should understand the investigation process and be able to analyze the sequence of events to find all factors contributing to the incident.