

Incident Reporting and Management Planning

Muzaffar Ahmad
Senior Environment Specialist, AIIB





Reporting Incidents



**MINOR
INCIDENT**



**REGULAR
REPORTING
(MPR/QPR/APR)**



**REVIEW
FEEDBACK**



**MAJOR INCIDENT
ACCIDENT /
FATALITY**



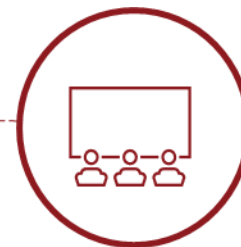
**IMMEDIATE
NOTIFICATION
SENT TO LENDERS**



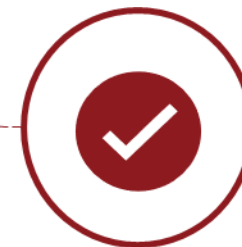
**INCIDENT REPORT/
ROOT CAUSE /**



**LENDERS TEAM
REVIEW &
FEEDBACK**



**IMPLEMENT
CORRECTIVE
ACTIONS**



**MONITOR
CORRECTIVE
ACTIONS**

Implementing Corrective Action Plans

Communicate the Plan

- Share corrective actions with all relevant teams.
- Provide clear instructions and expectations.
- Ensure all workers understand the changes.

Implement Actions on Site

- Update procedures, work methods, or equipment.
- Provide necessary training or briefings.
- Apply physical changes (e.g., barriers, signage).

Implementing Corrective Action Plans

Monitor and Verify

- Check that actions are completed on time.
- Conduct follow-up inspections or audits.
- Validate that the risk is effectively reduced.

Review and Improve

- Analyze the effectiveness of the corrective actions.
- Capture lessons learned for future use.
- Update company policies and risk registers if needed.

Common Mistakes of Incident Investigation

1. No Investigation
Incidents not reported & so not investigated
2. Wrong type of investigation
Depth of investigation does not match potential (or actual) severity
3. Investigation is Too Late
Investigation too late to be effective
4. Assumptions become facts
Statement made on the basis of rumors is written, and reported, as facts

Common Mistakes of Incident Investigation

5. Witness Statement Inaccurate

Statements is what witness 'thinks' not 'knows' – becomes accepted as 'true'

6. Focus is Wrong

Investigation is about the event & what happened after it, not why it occurred

7. Irrelevant Corrective Actions

Corrective actions not related to root causes

8. No / Inadequate Follow-up

Corrective actions identified but no effective follow-up

Thank You

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