
Conclude accidents, incidents and complaints

Supportive processes – improvement processes

Classification: ~~confidential~~/internal-use/public

Process Owner: HSQE Manager

This document only has the function of translation and shall be an exact copy of the signed and prevailing Dutch version, in case of differences of interpretation due to translations, the Dutch version is leading.

Address
Delftweg 144, 3046 NC Rotterdam
Postbus 10065, 3004 AB Rotterdam
The Netherlands
www.Applus.com

Contents

1	Introduction	3
1.1	<i>Scope</i>	3
1.2	<i>Purpose</i>	3
1.3	<i>Revision History</i>	3
2	Roles and Responsibilities	4
2.1	<i>Country Manager</i>	4
2.2	<i>Responsible management team member</i>	4
2.3	<i>HSQE Manager</i>	4
2.4	<i>Direct supervisor</i>	4
2.5	<i>HSQE Expert</i>	4
2.6	<i>Directly involved parties</i>	4
2.7	<i>RASCI-matrix</i>	4
3	Flowchart	5
4	Process steps	6
5	Registration and references	8
Appendix A	<i>Cascade Communication</i>	9

1 Introduction

1.1 Scope

All (near) accidents, incidents, complaints with a relation to the by Applus Netherlands B.V. performed work.

This procedure applies at least, but not exclusively, to:

- Incidents and accidents.
- Complaints.
- Ideas and improvement.
- Fraud and or ethics issues.
- Security incidents such as theft, burglary, crime or security firm reports.
- Radiation incidents.
- Deviations from
 - o internal audits, evaluations or tests.
 - o workplace inspections, LMRAs, internal and external audits, supplier audits.
 - o Third party's like VCA, ISO.
 - o ISO/IEC 17020 audit by Council for Accreditation.
 - o ISO/IEC 17024 audit by Council for Accreditation.
 - o Customer audits.
 - o Inspection by authorities, such as Nuclear Safety and Radiation Protection Authority, Dutch Labor Inspectorate and local authorities (DCMR, etc.).
 - o Testing and inspection of machinery, electrical equipment and lifting equipment.

This procedure does not apply to objections, appeals, or opinions regarding testing, inspection, or certification decisions.

1.2 Purpose

The purpose of the procedure is firstly to take immediate measures to eliminate negative effects of the accident, incident, complaint or appeal, secondly to make preparations to learn lessons from the incident.

1.3 Revision History

Revision	Date	Short description	Author
01	04-Aug-2009	New format	Jeroen Bakker
02	16-Oct-2009	Descriptions added	Jeroen Bakker
03	16-Jul-2013	Definitions added	Astrid Vogel
04	28-Jul-2017	Changed lay-out	Ernest Luijkx
05	24-Jun-2025	Lay-out changed, Chapter 5, text changes, organization	Emiel van Gemerden
06	05-May-2026	Changed document classification	Jeroen Bakker

2 Roles and Responsibilities

2.1 Country Manager

- Ultimately responsible for all processes.
- Responsible for the resources of the BU Manager.
- Responsible for policies throughout the Netherlands.

2.2 Responsible management team member

- The responsible management team member is ultimately responsible for all measures to be taken to prevent the occurrence in the future.

2.3 HSQE Manager

- The HSQE Manager is ultimately responsible for monitoring the process and for the process of any preventive measures arising from the incident.

2.4 Direct supervisor

- The immediate supervisor of those directly involved is responsible for immediately reporting the incident within the organization.
- The immediate supervisor is ultimately responsible for the process of corrective and corrective action, possibly in consultation with authorized managers.

2.5 HSQE Expert

- The HSQE Expert is responsible for monitoring the process and administrative tasks in the process.

2.6 Directly involved parties

- Those directly involved are responsible for isolating the problem immediately and ensuring that possible negative consequences are minimized as much as possible.
- Those directly involved are responsible for reporting the incident to their immediate supervisor.

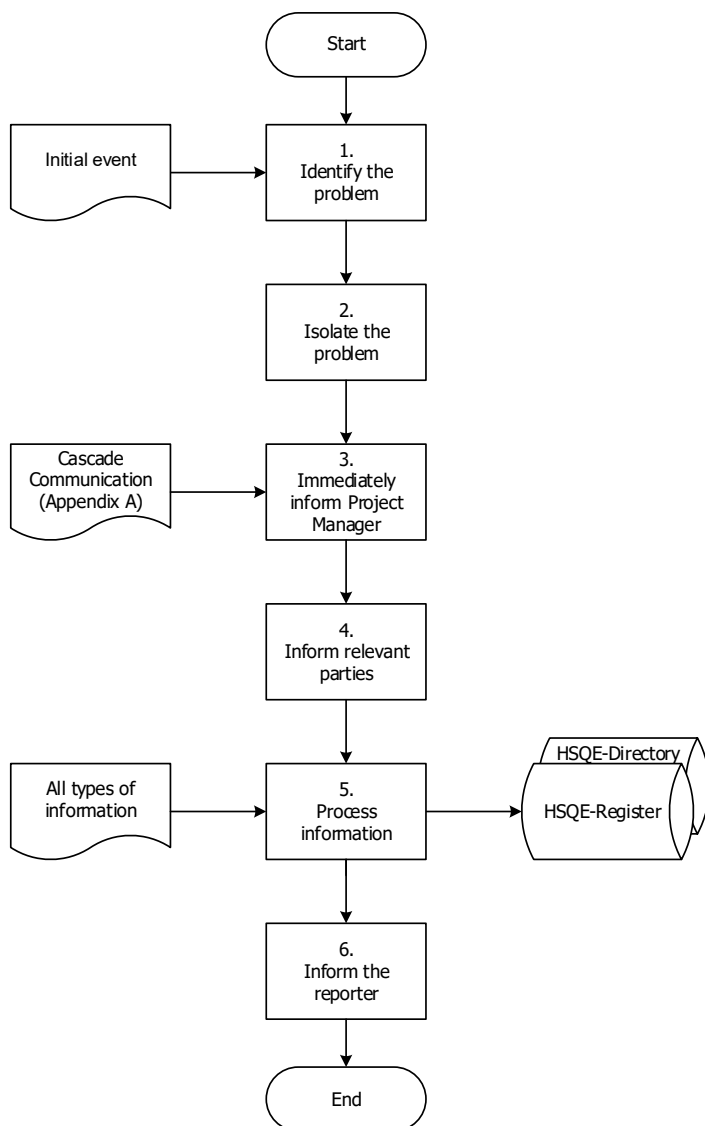
2.7 RASCI-matrix

	Responsible management team member	HSQE Manager	Project Manager	HSQE Expert	Direct involved parties
Immediate action			A		R
Reporting to Project Manager			A		R
Cascading within own organization	A	S	R	S	
Operational conclusion report	A	S	R	S	
Administrative conclusion		A		R	
Process control	I	A	I	R	I

R = Responsible (responsible)	A = Accountable (ultimate responsibility)	S = Supportive (supporting)	C = Consulted (advising)	I = Informed (informed)
-------------------------------	---	-----------------------------	--------------------------	-------------------------

3 Flowchart

┌



NL 801 Conclude accidents, incidents and complaints
Involved individuals Identify the problem to take immediate action.
Involved individuals Isolate the problem to prevent any further damage to persons, property or the environment.
Involved individuals Always notify the immediate supervisor in accordance with Appendix A 'cascading HSQE reports'. The method of reporting does not matter.
Project Manager Always notify Management and the HSQE department in accordance with Appendix A. The method of reporting does not matter. The amount of information does, provide as much relevant information as possible.
HSQE Expert Correctly administrate all relevant information including actions. Archive all relevant information in the HSQE directory.
HSQE Expert Inform all involved parties about the further steps.

4 Process steps

Process step 1: Identify the problem

Determine what is actually going on so that the right action can be deployed immediately.

Process step 2: Isolate the problem

The problem should be isolated immediately so that no further negative consequences can arise. This should always be done without compromising one's own safety or the safety of others.

Some guidelines may include:

Accident:

In case of an accident, care should be taken to provide assistance to victims and remove possible risks. In the event of an accident on the premises of an external party, their procedures should be followed.

Radiation incident:

In the event of a radiation incident, the first thing to be ensured is a cordon of sufficient size, such that no one can unintentionally receive a dose.

Incident:

In the event of an incident, local measures should be taken immediately according to local plans, including informing affected parties.

Complaint:

In the event of a complaint, measures should be taken immediately, where possible in consultation with management or project management, to remove the reason for the complaint.

LMRA:

For occurrences found during the LMRA, work should not be started until the risks of the work are acceptable.

Workplace inspections:

For occurrences found during workplace inspections, it must be inventoried whether the risks found are acceptable. If the risks are not acceptable, measures must be taken before work can continue.

Theft/burglary:

The police should be informed immediately. Do not enter the premises until it is certain that no unauthorized persons are present.

Fraud/ethics:

On the contrary, if fraud or unethical acts are suspected, no action should be taken until consultation with management has taken place.

Process step 3: Notify Project Manager

As soon as possible, but not until after the problem has been isolated, the immediate supervisor or otherwise responsible person should be notified according to the "Cascading Communication" in Appendix A.

Process step 4: Provide information

In this process, transfer as much relevant information as possible so that appropriate follow-up steps can be taken. According to the 'cascading HSQE notifications' in Appendix A, the local HSQE Expert is informed and, if necessary, management. The local HSQE Expert provides the responsible manager with solicited and unsolicited advice on the steps to be taken.

Doc. ref. : NL 801
Revision : 06
Date : 05-may-2026
Title : Conclude accidents, incidents and complaints
Type : Management procedure

Process step 5: Process information

The HSQE Expert completes all relevant information in the HSQE Register and acknowledges receipt of the report to those concerned. The information obtained is entered into the HSQE directory.

Process step 6: Inform reporter

The HSQE Expert informs all those involved (including the reporter) of the follow-up steps to be taken.

Doc. ref. : NL 801
Revision : 06
Date : 05-may-2026
Title : Conclude accidents, incidents and complaints
Type : Management procedure

5 Registration and references

Output	Where	Responsible	Retention period
HSQE register	R:\HSQE\21.Afwijkingen\(\lopend jaar)	HSQE Expert	Minimum 7 years
HSQE directory	R:\HSQE\21.Afwijkingen	HSQE Expert	Minimum 7 years

References
Integrated Management System Applus+ Netherlands B.V.
NL 802 Internal audits
NL 803 Field visits
NL 804 Conduct toolbox meeting
NL 805 Perform LMRA_PRA
NL 806 Corrective measures
NL 815 Objections, Appeals, Views

Appendix A Cascade Communication

