

Task/Process: Incident Investigation and Analysis	Department: All theatres, head office
Prepared/Revised by: Jessica Lagoda, Mark Lavaway, Ashley Heng	Approved by: Mark Lavaway
Date issued: June 27, 2024	Last revised:

Ed Mirvish Enterprises Limited – Incident Investigation and Analysis

Purpose:

This policy outlines the procedures for conducting investigations and analyzing incidents that occur at any Ed Mirvish Enterprises Ltd. (EMEL) workplace.

Building upon our Injury, Illness and Incident Reporting Policy, this policy directs EMEL to comply with the Workplace Safety Insurance Board (WSIB), Ministry of Labour, Immigration, Training and Skills Development and other legislated requirements, to further establish systematic procedures for investigating and analyzing incidents that will help to improve health and safety performance in our workplace. This involves exploring the reasons for the event, identifying immediate and root causes, and preventing future occurrences.

Scope:

The EMEL Incident Investigation and Analysis Policy applies to all areas at:

- The Princess of Wales Theatre – 300 King St. W.
- The Royal Alexandra Theatre – 260 King St. W.
- The CAA Ed Mirvish Theatre – 244 Victoria St.
- The CAA Theatre – 651 Yonge St.
- Mirvish Productions Head Office – 322 King St. W. / Mandated Remote Work Locations

This process is applicable to all incidents, including:

- fatalities
- critical injuries
- lost-time injuries
- no lost-time injuries (i.e., medical aid)
- first aid and near misses
- occupational illnesses
- property damage
- fires
- environmental releases
- workplace violence and harassment
- incidents with potential for psychological injury

Definitions:

Incident: An occurrence, condition or situation that may result in an injury, illness or fatality.

Investigation: A process that helps to determine the cause of an incident.

Analysis: The detailed examination of the elements or structure of an incident to understand its causes and effects, and to identify patterns or trends.

Roles & Responsibilities:

Employee:

- If the employee injures themselves or witnesses an injury while at work, they must be aware of the reporting procedures and follow them accordingly.
- An employee is also required to cooperate fully to assist their Manager, Supervisor or HR Department in the investigation and analysis process, if required, and participate in any follow up actions or measures resulting from the investigation.

Manager/Supervisor:

- In addition to completing the required paperwork, ensure contact is maintained with affected individual(s) and the HR Department.
- Participate in the investigation process by assisting the HR Department where required, such as collecting information and evidence relevant to the incident.
- Ensuring that corrective measures or preventatives from the investigation are implemented effectively.

Joint Health & Safety Committee (JHSC) Members:

- Represent their respective constituents to bring forward and report back on any matters concerning actual or perceived Health & Safety issues within the workplace and must be aware of the incident investigation and analysis procedures
- Participate in any incident investigations and analysis if necessary, providing insights and information to the HR Department
- Promote safety awareness

HR Department:

- To manage the overall incident investigation and analysis process
- To maintain a record of all incident investigations and corrective measures for a period of at least three years
- Ensure compliance with WSIB, Ministry of Labour, Immigration, Training and Skills Development of Ontario and all other requirements of the investigation and analysis process.
- Conduct detailed analysis to determine the cause(s) and factor(s) of incidents
- Work with Managers, Supervisors and all necessary employees in order to gather accurate information pertaining to the incident
- Develop and implement corrective solutions to prevent future incidents of similar causes based on the findings of the investigation and analysis
- Ensure that all relevant Managers, Supervisors and JHSC Members are aware of the investigation findings
- Ensure a safe recovery process for affected employees which may include a Return to Work program

Investigation Procedures:

1. In the case of an incident, be sure to refer to the EMEL Illness, Injury Reporting Policy and ensure proper first aid steps are followed.
2. If needed, the Reporting Manager or Supervisor will escalate the situation to the HR Department. They must provide the following documentation:

- a. Workplace Injury/Incident Form

AND/OR

- b. Patron Incident Report Form

- c. EMEL Incident Report Form

- d. Any other relevant information

3. Based on the Workplace Injury/Incident Form and any other relevant information, the HR department will review the incident and decide if further investigation is needed. All investigations shall be conducted in a professional manner by a person or persons who are trained and competent in investigation analysis.
4. Should further investigation be needed, the HR Department will proceed with said investigation and alert relevant internal and external parties if needed.
5. In any case of incident reporting, the HR Department must determine the root cause of the incident under the Incident Investigation Analysis Report Form (Appendix A), including all contributing factors. The analysis asks the following:
 - a. What was the root cause?
 - i. e.g., Conditions, Action, Personal or Job-related causes outlined on the form
 - b. Why did the incident happen?
 - c. How can we prevent this from happening again?
 - d. Be sure to include:
 - i. Accurate and complete information
 - ii. Description of the sequence of events
 - iii. Identification of Contributing Factors to the incident
 - iv. Timelines
 - v. Notification of Applicable Management
 - vi. Identification of a suitable Root Cause
6. Once Incident Investigation Analysis Form is complete and the investigation is conducted, work to implement corrective actions to mitigate any additional consequences of an incident and record any subsequent results.
7. Any preventative procedures put in place will be evaluated as needed to ensure safety standards are met and to mitigate any additional consequences of an incident.

Evaluation:

Management will evaluate the Incident, Investigation and Analysis Policy as required and monitor and ensure the ongoing compliance of staff.

Revisions:

Revision Made	Revision Made By	Date

Approvals:

The following individuals have read and approved the policy herein:

Name and Title	Signature	Date
Mark Lavaway Director of Labour Relations & Business Development		
David Mucci Managing Director		

Ed Mirvish Enterprises Limited – Incident, Investigation and Analysis Policy

Action Plan	REMEDIAL ACTIONS, WHAT HAS AND/OR SHOULD BE DONE TO CONTROL THE CAUSES LISTED?	DEADLINE	BY WHOM	COMPLETE
	SIGNATURE OF THE INVESTIGATOR(S)			DATE
SIGNATURE OF THE REVIEWER (David Mucci, Mark Lavaway, or Jason Powell)			DATE	

REVIEWER'S REACTIONS TO THE INVESTIGATOR'S ANALYSIS OF THE BASIC CAUSES AND REMEDIAL ACTIONS.		
SIGNATURE	TITLE	DATE