



INCIDENT, INJURY, HAZARD & NEAR-MISS REPORTING PROCEDURE

INCIDENT, INJURY, HAZARD AND NEAR-MISS REPORTING PROCEDURE

1. Purpose

Highlight Security is committed to ensuring that workplace incidents, injuries, illnesses, hazards and near misses are reported, assessed and addressed promptly.

The purpose of this procedure is to:

- ensure injured or affected persons receive timely assistance;
- prevent further injury, illness, damage or loss;
- establish clear internal reporting and escalation requirements;
- identify the causes and contributing factors associated with incidents;
- ensure corrective actions are implemented and reviewed;
- maintain accurate workplace health and safety records;
- assist Highlight Security in meeting its legal and insurance obligations; and
- reduce the likelihood of similar events occurring again.

Reporting a hazard or near miss is encouraged because early reporting allows risks to be controlled before someone is injured.

2. Scope

This procedure applies to all Highlight Security:

- Directors;
- managers and supervisors;
- employees and casual workers;
- contractors and subcontractors; and
- other persons performing work on behalf of the company.

It applies to events occurring:

- at Highlight Security workplaces;
- at client sites;
- during security assignments and events;
- while undertaking patrols;
- while driving or travelling for work;
- during training, inductions or meetings;
- at work-related functions; and
- during any other activity connected with Highlight Security's operations.

Where an incident occurs at a client-controlled workplace, Highlight Security personnel must also comply with the client's emergency, reporting and site-preservation requirements.

This procedure does not replace the requirement to complete a client or operational security incident report. Where an event involves both a security matter and a workplace health and safety matter, both reporting processes may be required.

3. Definitions

Corrective action or control

An action taken to eliminate a hazard or, where elimination is not reasonably practicable, minimise the associated risk.

Dangerous incident

A workplace event that exposes a person to a serious risk arising from an immediate or imminent exposure to a hazard, even where no injury occurs.

First aid

Immediate assistance or treatment provided to an injured or unwell person, generally by a trained first aider, before further medical assistance is obtained where required.

Hazard

A situation, activity, object, condition or behaviour with the potential to cause injury, illness, psychological harm, property damage or environmental harm.

Illness

A physical or psychological condition that arises from, or may have been affected by, work.

Incident

An unplanned event that results in, or has the potential to result in:

- injury or illness;
- harm to a person;
- damage to property or equipment;
- environmental damage;
- operational disruption; or
- another form of loss.

Injury

Physical or psychological harm sustained by a person.

Near miss

An unplanned event that did not result in injury, illness or damage but had the potential to do so.

Notifiable incident

An incident arising from the conduct of a business or undertaking that involves:

- the death of a person;
- a serious injury or illness; or
- a dangerous incident.

Risk

The possibility that a hazard will cause harm, taking into account the likelihood and potential consequences.

Unsafe behaviour

An act or omission that creates or increases a risk to health and safety.

Unsafe condition

A physical or environmental condition that has the potential to cause injury, illness, damage or loss.

4. What Must Be Reported

Workers and contractors must report:

- work-related injuries and illnesses;
- injuries to clients, contractors, visitors or members of the public connected with Highlight Security's work;
- first-aid treatments;
- incidents requiring medical treatment or emergency services;
- hazards and unsafe workplace conditions;
- near misses;
- workplace violence, threats or aggression;
- psychological health and safety incidents;
- fatigue-related safety concerns;
- vehicle incidents occurring during work;
- slips, trips and falls;
- exposure to bodily fluids, chemicals or hazardous substances;
- equipment, uniform or personal protective equipment failures;
- electrical hazards;
- fire, smoke, gas leaks or evacuations;
- damage to company or client property associated with a safety event;
- unsafe behaviour;

- security incidents that cause or could reasonably cause injury; and
- any event that may be a notifiable incident.

Workers should report concerns even where they are uncertain whether an event meets the formal definition of an incident or hazard.

5. Immediate Response

When an incident, injury, hazard or near miss occurs, the first priority is the safety of people.

Where safe to do so, the person involved or first person at the scene must:

1. Stop the activity creating the immediate risk.
2. Move themselves and others away from danger.
3. Contact emergency services by calling **000** where urgent assistance is required.
4. Provide or arrange first aid within the limits of their training.
5. Contact the on-duty supervisor, client site representative or Highlight Security management.
6. Isolate, barricade or otherwise control the hazard where this can be done safely.
7. Avoid disturbing evidence unnecessarily.
8. Take reasonable steps to preserve, or immediately request the preservation of, relevant CCTV footage, photographs, documents and electronic records.
9. Record the names and contact details of witnesses where practicable.
10. Complete the required written report.

A worker must not place themselves at further risk when attempting to assist another person or control a hazard.

6. Medical Assistance and First Aid

Where a person is injured or becomes unwell:

- call **000** where the situation is urgent or potentially life-threatening;
- arrange assistance from the site first aider where available;
- notify the relevant supervisor and client representative;
- provide access and directions to emergency services;
- ensure someone remains with the injured person where appropriate;
- do not provide treatment outside the person's level of training;
- record any first aid or medical assistance provided; and
- notify Highlight Security management as soon as practicable.

The injured person should not drive themselves where their condition may make driving unsafe.

All workplace injuries and illnesses involving workers or visitors must be recorded in Highlight Security's register of injuries, regardless of whether a workers compensation claim is made.

7. Internal Reporting Process

7.1 Verbal notification

Urgent incidents, injuries, high-risk hazards and serious near misses must be reported immediately by telephone or direct verbal communication to:

- the on-duty supervisor;
- the relevant client site representative;
- a Highlight Security manager or Director; and
- emergency services where required.

Highlight Security management can be contacted through:

Telephone: 0430 072 103

Email: admin@highlightsecurity.com.au

Email must not be relied upon as the only notification method for an urgent matter.

7.2 Written report

The person involved, the first person at the scene or the supervisor must complete the applicable incident, injury, hazard or near-miss report:

- as soon as reasonably practicable;
- preferably before the end of the shift; and
- no later than 24 hours after the event unless the person is medically unable to do so.

The written report should include:

- date and time;
- location;
- persons involved;
- description of what occurred;
- injury, illness or damage sustained;
- immediate actions taken;
- first aid or medical treatment provided;
- emergency-service involvement;
- witnesses;
- photographs, CCTV or other available evidence;
- hazards and contributing factors identified;
- client notifications made; and
- suggested or implemented controls.

Reports must be factual, objective and completed without speculation, exaggeration or blame.

8. Notifiable Incidents

A possible notifiable incident must be reported **immediately** to a Highlight Security Director or authorised manager.

Only a Director or person specifically authorised by Highlight Security should make a regulatory notification on behalf of the company.

Highlight Security management must:

1. Determine whether the event may be notifiable.
2. Contact SafeWork NSW immediately on **13 10 50** where notification is required or there is uncertainty.
3. Coordinate with the client or other duty holders at the workplace.
4. Confirm that notification has occurred rather than assuming another party has completed it.
5. Preserve details of the notification and any reference number provided.
6. Notify the workers compensation insurer within the required timeframe.
7. Ensure the incident site is preserved.

9. Preservation of an Incident Site

Where a notifiable incident has occurred, the site must not be disturbed until a SafeWork NSW inspector arrives or gives permission for the site to be released.

The requirement to preserve the site does not prevent action that is necessary to:

- assist an injured person;
- remove a deceased person;
- eliminate or control an immediate risk;
- make the site safe;
- assist police where directed; or
- comply with an inspector's direction.

Workers must:

- avoid moving equipment or objects unnecessarily;
- prevent unauthorised access where practicable;
- preserve CCTV and other electronic evidence;
- follow directions from emergency services, police, the client and SafeWork NSW; and
- document any changes made to the site and the reason for those changes.

At a client-controlled site, Highlight Security must cooperate with the client while ensuring its own reporting obligations are addressed.

10. Incident Assessment and Investigation

Highlight Security management will assess each report to determine:

- the actual and potential seriousness of the event;
- whether further immediate controls are required;
- whether the event may be legally notifiable;
- whether the client, insurer or another authority must be contacted;
- whether a formal investigation is necessary;
- who should conduct the investigation; and
- the timeframe for completing corrective actions.

An investigation may include:

- speaking with the person involved and witnesses;
- inspecting the location;
- reviewing CCTV, photographs, reports, rosters and site instructions;
- reviewing equipment or maintenance records;
- considering workload, fatigue, supervision and training;
- identifying immediate, underlying and contributing causes;
- reviewing whether existing controls were followed and effective; and
- consulting workers, supervisors, contractors and the client.

The purpose of an investigation is to identify what occurred and prevent recurrence. It should not be limited to assigning blame.

Serious, sensitive or complex incidents may be referred to an external investigator, WHS adviser, insurer or legal adviser.

11. Corrective Actions

Corrective actions must be appropriate to the level of risk and may include:

- immediately removing or isolating a hazard;
- repairing or replacing equipment;
- changing work methods or site instructions;
- introducing additional supervision;
- modifying rosters or staffing levels;
- providing additional training or instruction;
- improving communication or escalation arrangements;
- updating risk assessments;
- providing additional personal protective equipment;
- changing access arrangements;
- consulting the client or contractor;
- implementing disciplinary action where misconduct occurred; or
- ceasing an unsafe activity.

Each corrective action should identify:

- the action required;
- the person responsible;
- the target completion date;
- the status of the action; and
- how effectiveness will be verified.

Where a supervisor cannot implement an appropriate control, the matter must be escalated to a Highlight Security Director or manager.

Outstanding high-risk corrective actions must be escalated immediately.

12. Review and Monitoring

Once corrective actions have been implemented, the responsible manager or supervisor must review them to determine whether they:

- have been completed;
- have eliminated or reduced the risk;
- have created any new hazards;
- remain practical and effective; and
- require further improvement.

Corrective actions must not be marked complete merely because an instruction was issued. Their implementation and effectiveness should be verified.

Recurring incidents, similar near misses or repeated hazards should be reviewed for broader operational or systemic issues.

13. Responsibilities

Directors and Management

Highlight Security's Directors and management are responsible for:

- supporting and implementing this procedure;
- ensuring workers understand how to report incidents and hazards;
- responding promptly to urgent notifications;
- determining whether an incident is notifiable;
- making or authorising external notifications;
- coordinating with clients, insurers and regulators;
- ensuring investigations are appropriate to the seriousness of the event;
- assigning and monitoring corrective actions;
- maintaining required records; and
- reviewing trends and recurring risks.

Managers and Supervisors

Managers and supervisors are responsible for:

- responding immediately to incidents and hazards;
- arranging emergency or medical assistance;
- ensuring workers and the public are protected from further harm;
- notifying Highlight Security management;
- ensuring reports are completed;
- assisting with site preservation;
- consulting workers and clients;
- investigating incidents where directed;
- implementing corrective actions;
- monitoring completion dates; and
- escalating matters they cannot adequately control.

Workers and Contractors

Workers and contractors are responsible for:

- reporting incidents, injuries, hazards and near misses;
- taking reasonable immediate action where safe;
- seeking first aid or medical attention where needed;
- notifying the client site representative where required;
- completing accurate reports within the required timeframe;
- preserving evidence;
- cooperating with investigations;
- following implemented controls; and
- not concealing, altering or falsifying information.

A worker will not be disadvantaged merely for honestly reporting a safety concern, incident or near miss.

14. Recordkeeping

Highlight Security will maintain appropriate records of:

- incident and hazard reports;
- the register of injuries;
- photographs, CCTV references and supporting evidence;
- investigation notes and findings;
- regulator and insurer notifications;
- witness information;
- medical certificates and work-capacity documents where applicable;
- corrective actions;
- consultation undertaken; and
- review and close-out information.

Records will be stored securely and access will be limited to persons who reasonably require the information.

Medical and personal information must be handled confidentially and separately where appropriate.

Records must not be altered, destroyed or removed where they may be relevant to an investigation, claim, legal requirement or regulatory process.

15. INCIDENT, INJURY, HAZARD AND NEAR-MISS REPORTING MATRIX

15.1 Internal Reporting Matrix

Responsible person	Event or circumstance	Who must be notified	Method	Required timeframe
Injured person or first person at the scene	Serious injury, medical emergency, immediate danger or life-threatening event	Emergency services, site supervisor, client representative and Highlight Security management	Call 000 , then phone 0430 072 103	Immediately
Injured person or first person at the scene	Injury or illness requiring first aid or medical attention	Site first aider, supervisor, client representative and Highlight Security management	Verbal or telephone notification, followed by written report	Immediately ; written report before end of shift or within 24 hours
Any worker or contractor	Incident that may be notifiable	Highlight Security Director or authorised manager and client representative	Direct telephone notification	Immediately
Person identifying the hazard	Hazard presenting an immediate or high risk of injury or damage	Supervisor, client representative and Highlight Security management	Direct verbal or telephone notification	Immediately
Person involved or witness	Serious or high-potential near miss	Supervisor, client representative and Highlight Security management	Direct notification, followed by written report	Immediately ; written report within 24 hours

Person identifying the hazard	Non-urgent hazard or unsafe condition	Immediate supervisor or manager and client representative where applicable	Verbal, telephone or email notification and written report	As soon as practicable and within 24 hours
Person involved or first person at scene	Minor incident involving no injury or minor damage	Immediate supervisor or manager	Verbal notification and written report	Before end of shift or within 24 hours
Supervisor or manager	Hazard or risk that cannot be adequately controlled at site level	Highlight Security Director or management	Telephone and written escalation	Immediately for high risk; otherwise as soon as practicable
Supervisor or manager	Corrective action not completed by the due date	Highlight Security Director or management	Written escalation	As soon as the delay becomes known
Worker, supervisor or manager	Security incident that also involves injury, hazard or near miss	Client representative and Highlight Security management	Complete both operational and WHS reporting requirements	According to seriousness; no later than 24 hours for written reporting
Any worker or contractor	All other workplace incidents, hazards or near misses	Immediate supervisor or Highlight Security management	Verbal or email notification and written report	As soon as practicable and within 24 hours

15.2 External Reporting Matrix

Responsible person	Event	External organisation	Method	Timeframe
Highlight Security Director or authorised manager	Death, serious injury or illness, or dangerous incident arising from work	SafeWork NSW	Call 13 10 50	Immediately
Highlight Security Director or authorised manager	Any work-related injury or illness involving a Highlight Security worker	Highlight Security's workers compensation insurer or claims service provider	Insurer's prescribed notification method	Within 48 hours of Highlight Security becoming aware of the injury or illness
Highlight Security Director or authorised manager	Motor vehicle incident during work	Police, insurer and client where applicable	Telephone or insurer reporting process	According to urgency and insurer requirements
Highlight Security Director or authorised manager	Suspected criminal conduct, serious assault or other police matter	NSW Police	Call 000 for emergencies or the appropriate police contact for non-urgent matters	Immediately where urgent; otherwise as soon as practicable
Highlight Security management	Incident at a client-controlled workplace	Client's authorised representative	Client emergency contact or reporting process	Immediately for serious matters; otherwise within client timeframes
Highlight Security management	Incident involving another contractor or duty holder	Relevant contractor or business	Direct notification and consultation	As soon as practicable
Highlight Security Director or authorised manager	Incident requiring notification to another regulator or authority	Relevant regulator	Applicable reporting method	Within the applicable legal timeframe

16. Related Documents

This procedure should be read with:

- Highlight Security Workplace Health and Safety Policy;
- Code of Conduct;
- Fitness for Work Policy;
- Human Rights Policy;
- Bullying, Harassment, Sexual Harassment and Discrimination Policy;
- SIRA Return to Work Program;
- incident and hazard report forms;
- register of injuries;
- client emergency plans and site instructions; and
- relevant risk assessments and safe work procedures.

17. Procedure Review

This procedure is owned by the Managing Director and approved by the Directors of Highlight Group Pty Ltd.

It will be reviewed at least every two years or earlier following:

- legislative or regulatory changes;
- a serious or notifiable incident;
- recurring incidents or hazards;
- changes to Highlight Security's operations;
- recommendations from an investigation;
- client or insurer requirements; or
- identification of a gap in the procedure.

This procedure does not form part of any person's contract of employment or engagement and may be amended by Highlight Security from time to time.

Signed: 

Name: Ertaza Arif

Title: Managing Director

Date: 1 August 2026



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