

	PRACTICE	Effective Date	Document ID
	INCIDENT MANAGEMENT	MARCH 2024	2-CEDA-ALL-0040
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Appendix A – Incident Severity Matrix (ISM)

Section 1: Severity Matrix

- Actual Severity** Use the information provided about the incident to determine the Event Type. Then identify the Severity in the corresponding row.
- Near Miss events (no loss) are classified as Report Only, Actual Severity.
- Workplace Violence & Harassment events are classified as Report Only Report Only and investigations are stored within the Human Resources database.
- Potential Severity** Consider the most severe and probable outcome of the event. Use the potential outcome to determine the Event Type. Then identify the Severity in the corresponding row.

EVENT TYPE	SEVERITY				
	REPORT ONLY	MINOR	MODERATE	SERIOUS	MAJOR
Injury/ Occupational Illness	Report Only	First Aid	- Medical Aid/ Treatment - Modified/ Restricted Work	Lost Time	- Admitted to the hospital - Fatality - Permanent Disability
Environmental	Release, impact mitigated immediately	Release, with minor impact (mitigated on site)	Release that will have moderate impact (mitigated on site)	- Release that will have serious impact - Reportable to government agencies - Government regulatory violation (written warning) - Impact requiring specialized third party clean-up	- Release that will have major/long-term impact - Government regulatory violation (regulatory fine)
Damage (Stationary/ Mobile Equipment/ Tools and Property)	- Third Party At Fault - Total Loss: <\$1,000	- Dropped object (DROPS Green) - Total Loss: \$1,001-\$5,000	- Dropped object (DROPS Yellow) - Uncontrolled release of stored energy - Fire in non-hazardous location - Backing Up* - Total Loss: \$5,001-\$15,000	- Dropped object (DROPS Orange) - Fire in hazardous location - Loss of supplied air non-IDLH atmosphere (SABA/SCBA) - Total Loss: \$15,001-\$30,000	- Dropped object (DROPS Red) - Loss of supplied air IDLH atmosphere (SABA/SCBA) - Explosion - Total Loss: >\$30,001
Motor Vehicle Collision (registered vehicle in motion)	- Third Party at fault - Cost: <\$1,000	- Multiple Vehicle Collision* - Cost: \$1,001-\$5,000	- Backing Up* - Cost: \$5,001-\$15,000	- Wheel separation from vehicle - Cost: \$15,001-\$30,000	Cost: >\$30,001
Regulatory Violation	- Government regulatory inspection - Stop Work Authority (SWA), no corrective actions required - Workplace Violence & Harassment events	- Federal and provincial transportation violations such as: - Speeding 0 – 10 km over posted speed limit - Minor equipment violations (e.g. lights, fenders) - Photo driving violations - Government regulatory violations (written recommendations from an OH&S inspection) - SWA, minor post control risk	- Federal and provincial transportation violations resulting in a ticket/fine: - Speeding 11 – 20 km above posted speed limit - Moving equipment violation (e.g. poor merge, lane change, failure to obey traffic control device) - Failure to produce documents - CVSA - Requires Attention - Government regulatory violations (order issued from an OH&S inspection) - SWA, moderate post control risk	- Federal and provincial transportation violations resulting in a ticket/fine: - Speeding 21 – 30 km above posted speed limit - Distracted driving - Seatbelt infraction - Load Securement/ Dangerous Goods - Improper driver's license class - Log Book - CVSA - Out of Service - Court Appearance - Government regulatory violations (stop use order issued from an OH&S inspection) - SWA, serious post control risk	- Federal and provincial transportation violations resulting in a ticket/fine: - Speeding 31 km or more above posted speed limit - Careless or dangerous driving - Invalid driver's license - Government regulatory violations (stop work order issued by OH&S inspection) - SWA, major post control risk
Security	Cost: <\$1,000	Cost: \$1,001-\$5,000	Cost: \$5,001-\$15,000	Cost: \$15,001-\$30,000	Cost: >\$30,001
Non-Conformance (Violation of CEDA, Client or legislative policies, practices or procedures)	Report Only	Potential for loss or to cause injury of minor severity	Potential for loss or to cause injury of moderate severity	Potential for loss or to cause injury of serious severity (e.g. Life Saving Rules*)	Potential for loss or to cause injury of major severity

* Minimum Actual Severity – the severity may be elevated depending on the incident details.

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Section 2: Incident Rating

Use the scale below to determine the incident rating. For example, if the Actual severity of an incident is rated as Moderate and the Potential severity of the incident is rated as Major, the incident is a B-2.

		POTENTIAL SEVERITY				
		Report Only	Minor	Moderate	Serious	Major
ACTUAL SEVERITY	Major	A-1	A-1	A-1	A-1	A-1
	Serious	B-2	B-2	B-2	B-2	A-1
	Moderate	C-3	C-3	C-3	B-2	B-2
	Minor	D-4	D-4	D-4	C-3	B-2
	Report Only	R-5	R-5	R-5	C-3	B-2

Section 3: Investigation Requirements Based on Severity of Incident

Use the rating determined in Section 2 to identify who leads and participates in the investigation. For example, a B-2 rating requires Operations Management to collaborate with the HSE Representative to assemble the Investigation Team. The incident investigation team may require additional Operational and HSE support.

		INVESTIGATION REQUIREMENTS				
		R-5	D-4	C-3	B-2	A-1
CRITERIA	Investigation Team	Frontline Leader leads investigation	Frontline Leader leads investigation in collaboration with HSE Representative (Advisor or above)	Frontline Leader leads investigation in collaboration with HSE Representative (Advisor or above)	Operations Management (Manager or above) will collaborate with HSE Representative (Lead or above) to assemble the Investigation Team	Operations Management (Director or above) will collaborate with HSE Representative (Manager) to assemble the Investigation Team
	Investigation Requirements	- Complete Incident Report Form and forms specific to Incident Type - Enter Corrective Actions in Intelex - May require a Root Cause Analysis	- Complete forms specific to Incident Type - Enter Findings and Corrective Actions in Intelex - May require a Root Cause Analysis	- Complete forms specific to Incident Type - Complete all investigation fields in Intelex (full report) - Transfer investigation to Formal Investigation Report when required	- Complete forms specific to Incident Type - Complete all investigation fields in Intelex (full report) - Transfer investigation to Formal Investigation Report when required	- Complete forms specific to Incident Type - Complete all investigation fields in Intelex (full report) - Transfer investigation to Formal Investigation Report when required

Section 4: Timeline for Reporting, Investigation and Closure of Incidents

Use the chart below to identify the timeline requirements for each investigation.

		INVESTIGATION TYPE				
		R-5	D-4	C-3	B-2	A-1
INVESTIGATION TIMELINE	Incident Notification	Follow CEDA's Incident Notification Process	Follow CEDA's Incident Notification Process	Follow CEDA's Incident Notification Process	Follow CEDA's Incident Notification Process	Follow CEDA's Incident Notification Process
	Submit Initial Incident Details (Intelex)	Within 24 hours	Within 24 hours	Within 12 hours	As soon as reasonably practicable	As soon as reasonably practicable
	Complete and Submit Incident Investigation for Review (Intelex)	1 Week	1 Week	2 Weeks	3 Weeks	3 Weeks
	Schedule Serious Incident Review Meeting	N/A	N/A	N/A	4 Weeks	4 Weeks
	Approve and Close Incident Investigation (Intelex)	2 Weeks	2 Weeks	4 Weeks	6 Weeks	6 Weeks

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