



INCIDENT, INJURY AND NEAR-MISS REPORTING

Care First, Report Promptly, Learn and Correct

POLICY STANDARD

Every work-related injury, illness, exposure, near miss, property/equipment damage and environmental event shall be reported promptly. Emergency care and protection from additional harm come first. Reports shall be factual, investigated to identify system causes and used to complete corrective action. Good-faith reporting is protected from retaliation.

PHEIFER BROTHERS CONSTRUCTION CO., INC.

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Table of Contents

SECTION	TOPIC	PAGE
1	Purpose, Scope, Definitions and Responsibilities	3
2	What Must Be Reported and How	4
3	Immediate Response and Medical Care	5
4	Serious-Incident Scene Control and Preservation	6
5	OSHA Severe-Event Reporting	7
6	OSHA Recordkeeping and Privacy	8
7	Wisconsin Workers' Compensation and Other Notices	9
8	Investigation Process and Root Causes	10
9	Corrective Actions, Communication and Restart	11
10	Near Misses, Property Damage and Environmental Events	12
11	Training, Anti-Retaliation, Records and Review	13
12	Initial Incident / Near-Miss Field Report	14
13	Test Your Knowledge	15

DO NOT CONFUSE

Internal reporting, OSHA severe-event reporting, OSHA recordability and workers' compensation are separate decisions. A case may trigger one, several or none. Only the designated company representative makes regulatory reports or recordability determinations; employees and foremen must immediately relay facts that could affect a deadline.

Primary Regulatory References

- 29 CFR Part 1904, including 1904.29, 1904.35, 1904.39 and 1904.41
- OSH Act Section 11(c) and OSHA anti-retaliation requirements
- Wisconsin Statutes Chapter 102 and Wisconsin DWD workers' compensation reporting requirements
- 29 CFR 1926.20, site emergency plans, owner/controlling-contractor and environmental reporting requirements

1. Purpose, Scope, Definitions and Responsibilities

Purpose and Scope

- Ensure prompt care, accurate reporting, timely legal notices, scene control, effective investigation and verified corrective action for Pheifer Brothers operations, including projects, shops, yards, vehicles and work-related travel.
- Applies to employees, temporary workers, visitors and company-controlled operations. Subcontractors must report events affecting the project and cooperate with the controlling-contractor process.

Key Definitions

- Incident: unplanned event that caused or could have caused injury, illness, exposure, damage, release or interruption.
- Near miss: no injury/damage occurred, but a small change in position, timing or conditions could reasonably have caused harm.
- First aid and medical treatment: OSHA recordkeeping terms with specific definitions; the treatment location alone does not decide recordability.
- Serious incident: fatality, life-threatening injury, inpatient admission, amputation, loss of an eye, collapse, structural/equipment failure, electrical contact, rescue, major vehicle event, uncontrolled release or event with significant public/media/regulatory concern.

Management / Document Owner

- Maintain the reporting system, trained investigators, OSHA logs, privacy controls, insurer/DWD coordination and regulatory contacts.
- Designate a primary and backup person authorized to report to OSHA and make recordability determinations.

Project Manager / Superintendent

- Activate the serious-event response, notify executive management, coordinate controlling contractor/owner and ensure scene/evidence and corrective actions are controlled.

Foreman

- Call emergency services, provide first aid within training, protect workers, notify management immediately, preserve the scene and begin the initial factual report.
- Do not decide that an injury is too minor to report or discourage care/reporting.

Employees

- Report promptly to the foreman or alternate contact; seek care; provide truthful facts; preserve evidence; cooperate with investigation and report delayed symptoms when recognized.

No Retaliation

- No retaliation, discipline, threat, incentive loss or adverse action for good-faith injury/illness/near-miss reporting, seeking care, participating in an investigation or exercising protected rights.

2. What Must Be Reported and How

Report All of the Following

- Work-related injury or illness, however minor; occupational symptoms or delayed conditions; chemical, bloodborne, heat/cold, noise, silica, lead or other exposure concern.
- Near miss, unsafe event, dropped load/object, utility contact, fall-arrest activation, water/traffic intrusion, rescue, fire, electrical contact, collapse or uncontrolled energy release.
- Vehicle/equipment collision, rollover, backing contact, load loss, property damage, theft/vandalism affecting safety, environmental spill/release, permit deviation or public complaint related to an event.
- Subcontractor/visitor injury or event when connected to the project or company-controlled work.

Immediate Reporting Route

- Notify the foreman immediately in person, by radio or phone. If the foreman is unavailable, notify the project manager/superintendent or designated company emergency contact.
- For emergency or life-threatening conditions, call 911 first or direct another person to call, then notify company management as soon as practicable.
- Do not wait until break, end of shift or completion of paperwork. Delayed-onset injury/illness shall be reported as soon as the employee realizes it may be work-related.

Minimum Initial Facts

- Who is affected; exact location; date/time; what happened; current hazards; injury/symptoms; emergency care/medical destination; equipment/material involved; witnesses; subcontractor/public/environmental involvement.
- State only known facts. Do not speculate, assign fault, minimize severity or promise an outcome.

Communication Escalation

- Foreman immediately contacts project management and the designated office contact for any medical care beyond basic first aid, potential serious event, lost time/restriction, vehicle/public event, environmental release or owner/regulatory concern.
- Management maintains a current call tree with primary and backup contacts. A voicemail alone is insufficient for a serious event; continue until live confirmation is received.

Employee Unable to Report

- A witness or supervisor reports on the employee's behalf. The employee may supplement the report later.
- Reporting a condition after the same shift is not automatically late when symptoms or work relationship were not reasonably known earlier.

3. Immediate Response and Medical Care

Priority Sequence

- 1. Stop work and protect yourself; 2. call 911/activate emergency plan; 3. provide first aid/rescue only within training; 4. prevent additional harm; 5. notify management; 6. preserve the scene and facts.
- Emergency response shall not be delayed to complete forms, take photographs, test for drugs/alcohol or determine recordability.

Call 911

- Call for life-threatening injury, severe bleeding, amputation, loss of consciousness, breathing difficulty, chest pain, suspected stroke, electrocution, serious burn, crushing, fall from height, drowning/near drowning, heat stroke, collapse, hazardous exposure, entrapment or when severity is uncertain.
- Provide exact project address/GPS, access point, hazard information and caller number. Assign someone to meet responders and control traffic/access.

First Aid / Medical Direction

- Only trained employees provide first aid within their training and available equipment. Do not move an injured person unless necessary to prevent greater harm or directed by responders.
- Employees may request medical evaluation. Foremen shall arrange prompt appropriate care and transportation; an injured employee shall not drive when condition or treatment makes driving unsafe.
- For eye/chemical exposure use required flushing and obtain medical guidance; for injection, electrical, head, crush or serious heat/cold events seek emergency evaluation even if symptoms appear limited.

Blood / Body Fluids

- Use universal precautions, gloves and designated cleanup procedures. Report exposure immediately and follow the Bloodborne Pathogens policy; preserve confidentiality.

Medical Information

- Give providers an accurate task/exposure description and SDS or substance information when relevant. Management obtains work-status documentation through the established process.
- Only authorized personnel handle medical information. Do not share diagnoses, photographs or personal details in group texts, Raken logs or social media.

After Care

- Employee follows restrictions and reports changes. Company provides return-to-work coordination without pressuring the employee or provider to minimize treatment/reporting.

4. Serious-Incident Scene Control and Preservation

Establish Control

- Stop affected work, shut down/isolate equipment and hazardous energy when it can be done safely, establish an exclusion zone and post a responsible person.
- Protect responders and public from traffic, fire, electrical, structural, water, chemical, suspended-load, excavation and equipment hazards.
- Account for employees and contractors; suspend related operations that could destroy evidence or repeat the event.

Do Not Disturb

- After life safety and hazard stabilization, do not move, alter, repair, clean, discard, restart or release equipment/material without authorization from company management and any agency controlling the scene.
- Do not delete electronic data, messages, photographs, camera footage, telematics, inspection records, permits or JHAs. Preserve original documents and devices.
- If something must be moved for rescue or hazard control, document its original position with photos/notes when safe and record who moved it, when and why.

Evidence to Preserve

- Equipment, tools, PPE, anchors/rigging, controls/settings, materials, broken components, vehicles, barricades/signals, weather/lighting and physical marks.
- Pre-task plans/JHAs, inspections, training/qualification, manufacturer instructions, drawings, permits, timecards, communications, maintenance, exposure data, traffic plans and subcontractor records.
- Names/contact information and separate factual witness statements. Record date/time and conditions promptly.

Photography / Measurements

- Only authorized persons photograph for company investigation. Capture wide, medium and close views without entering danger zones or moving evidence; preserve original files/metadata.
- Do not post or transmit incident photos outside authorized channels. Media/public inquiries go to the designated company spokesperson.

Agency / Owner Control

- Cooperate with emergency responders, law enforcement, OSHA and other agencies within company procedure. Verify identity and notify management/counsel.
- The scene is released only by the authority having control and designated company management. Release does not itself authorize restart.

5. OSHA Severe-Event Reporting

Reportable Events and Deadlines

- Work-related fatality: report to OSHA within 8 hours after the employer learns of the fatality. A fatality is reportable when it occurs within 30 days of the work-related incident.
- Work-related inpatient hospitalization of one or more employees, amputation or loss of an eye: report within 24 hours after the employer learns of the event, when the outcome occurs within 24 hours of the work-related incident.
- An emergency-room visit for observation or diagnostic testing without formal inpatient admission is not by itself an inpatient hospitalization, but the case may still be OSHA-recordable and must be internally reported.

Authorized Reporter

- Only the designated company representative or backup makes the OSHA report. Foremen and managers immediately relay any possible qualifying event and medical-status update; they shall not wait for certainty when a deadline may run.
- If applicability is uncertain, promptly contact qualified safety/legal counsel or OSHA for guidance while protecting the deadline. Document the decision and time learned.

How to Report

- Use OSHA's official online severe-event reporting form, call the nearest OSHA Area Office during business hours, or call OSHA's 24-hour number 1-800-321-OSHA (6742). Do not report through ordinary email or social media.
- Provide business name; affected employee names; location; date/time; event type; number affected; brief factual description; and company contact person/phone. Preserve confirmation/reference number and a copy/summary.

Special Points

- Every employer must make required severe-event reports, including employers partially exempt from routine OSHA recordkeeping.
- Reportability is separate from fault, workers' compensation acceptance, hospitalization length or whether a citation is expected.
- Motor-vehicle events on a public street/highway have specific 1904.39 exceptions; public transportation and commercial airplane/train events also have provisions. Management makes the determination, not field personnel.

Follow-Up

- Update management immediately if an injured employee is later admitted, suffers an amputation/eye loss or dies. Do not assume the hospital will notify the employer.
- Coordinate related reports to avoid duplicate reporting while ensuring every required event is covered. Retain the report and agency communications.

6. OSHA Recordkeeping and Privacy

Recordability Decision

- The designated recordkeeper determines work relationship and whether the case meets OSHA criteria, including death, days away, restricted work/job transfer, medical treatment beyond first aid, loss of consciousness, significant diagnosed injury/illness or special criteria.
- First aid, recordability, OSHA severe-event reporting and workers' compensation are different concepts. Do not classify based only on where treatment occurred or claim acceptance.
- Record a qualifying case on OSHA Form 300 and complete Form 301 or equivalent within 7 calendar days after receiving information that a recordable case occurred.

Forms and Posting

- Maintain OSHA Form 300 Log, Form 301 Incident Report/equivalent and annual Form 300A Summary for each covered establishment as required.
- A company executive certifies Form 300A. Post the Summary from February 1 through April 30 where employee notices are customarily posted, without posting the 300 Log.
- Submit electronic data through OSHA's Injury Tracking Application by the applicable annual deadline when the establishment meets 1904.41 coverage. Management verifies current applicability each year.

Counting and Updates

- Track calendar days away/restricted and update logs when classification or outcome changes. Apply OSHA caps and rules; do not stop tracking at year end.
- Retain required records for 5 years following the calendar year covered and update the 300 Log during the retention period as required.

Privacy Cases

- Do not enter an employee's name on the OSHA 300 Log for privacy-concern cases identified by 1904.29; use 'privacy case' and maintain a separate confidential key.
- Limit access to medical and personally identifiable information. Provide employee/representative access to records as required without unauthorized disclosure.

Accuracy

- Use objective facts and required classifications. Do not omit a case because it may affect rates, awards, bidding, insurance or performance metrics.
- Correct errors promptly and document the basis. When a case changes, update recordkeeping and other parties as needed.

7. Wisconsin Workers' Compensation and Other Notices

Wisconsin Workers' Compensation

- Report every work-related injury/illness, including medical-only cases, promptly to the designated office contact so the employer can notify its workers' compensation insurance carrier.
- Wisconsin DWD states the employer must report work injuries/illnesses to the insurance carrier within 7 days after actual knowledge; a fatality must be reported to the carrier within 24 hours. Company practice is immediate internal reporting and prompt carrier submission.
- For a compensable fatality, Wisconsin requires reporting to the Workers' Compensation Division within one day. The company/claim administrator handles the WKC-12 and other required electronic reports.
- Do not promise or deny benefits, direct unauthorized treatment or tell an employee not to file. Claim compensability is determined through the legal process.

Employee Responsibilities

- Give accurate notice, treatment information, provider/work-status documents and contact updates. Follow medical restrictions and scheduled claim appointments.
- A delayed report may complicate investigation and care, but supervisors shall still accept and process it without retaliation.

Vehicle / DOT

- Report crashes immediately under the Heavy Equipment and CMV policy. Management determines law-enforcement, insurer, DOT post-accident testing and carrier reporting.
- Do not delay emergency care for DOT testing. Preserve driver logs, telematics, inspection, cargo, vehicle and scene information.

Environmental / Utility / Owner

- Notify management immediately for spills/releases, water impact, permit exceedance, utility damage or public impact. The designated person makes DNR, EPA, utility, WisDOT/owner and other notifications within applicable limits.
- Follow project contract notice requirements, but do not provide speculative conclusions or privileged investigation material without authorization.

Subcontractors

- Each employer manages its employee claim and regulatory duties. Subcontractors must promptly provide incident facts and required notifications to the controlling contractor/company.
- Company reporting to an owner or controlling contractor does not automatically satisfy the subcontractor's legal obligations.

Legal / Insurance Preservation

- Promptly notify company counsel/insurers as directed for serious events. Preserve tender, indemnity, contract and coverage information; do not admit liability.

8. Investigation Process and Root Causes

Purpose

- Investigations identify what happened, why controls failed or were absent and what will prevent recurrence. They are not conducted to assign blame or discourage reporting.
- Investigation depth matches potential severity, not just actual outcome. A high-potential near miss may require the same rigor as an injury.

Investigation Team

- Management assigns a qualified lead and team appropriate to the event: project management, foreman, employee representative, competent/qualified person, equipment/engineering, environmental, HR/claims, counsel or outside specialist.
- Anyone with a conflict or direct involvement may provide facts but should not be the sole investigator.

Collect Facts

- Sequence/timeline; task and intended method; people/roles/qualifications; JHA/plan; supervision; equipment/material; environment; traffic/public; communication; changes; emergency response and prior similar events.
- Interview witnesses separately as soon as practical in a respectful, non-leading manner. Ask what they saw/heard/did and what conditions made sense at the time.
- Distinguish observation from inference. Preserve contradictions and unknowns rather than forcing agreement.

Analyze Causes

- Identify immediate conditions/actions and underlying system causes: planning, design, engineering, procedure, training, competency, supervision, staffing, scheduling, maintenance, procurement, communication, change management and organizational pressure.
- Do not stop at 'employee error,' 'inattention' or 'failure to follow procedure.' Determine why the action seemed possible/necessary and which defenses should have prevented harm.
- Use tools such as five-whys, barrier analysis, change analysis or causal-factor charting as appropriate.

Report

- Document factual event description, injury/damage, emergency response, evidence, causal analysis, corrective actions, owners/dates and verification method.
- Label preliminary information; separate privileged/counsel-directed work as instructed. Correct significant factual errors transparently.

Employee Participation

- Employees may suggest hazards/solutions and review relevant lessons. Participation and honest reporting are protected.

9. Corrective Actions, Communication and Restart

Hierarchy of Controls

- Select controls in priority order: elimination/substitution, engineering, administrative/work-practice and PPE. Discipline alone is not a corrective action for a system failure.
- Address immediate hazards and broader exposure across other projects/equipment, not only the incident location.

Action Requirements

- Each action must be specific, assigned to a named role, due-dated, resourced and tracked. Interim controls remain until permanent correction is verified.
- Examples: engineering redesign, physical barrier, equipment modification, procedure/JHA revision, training/evaluation, maintenance/inspection change, staffing/sequence change, supplier/contractor control and emergency-plan improvement.

Restart Authorization

- Emergency-scene release is not permission to restart. Management authorizes restart only after hazard stabilization, required agency/owner release, equipment/structure inspection, interim/permanent controls, crew rebrief and documentation.
- For structural, crane, electrical, excavation, temporary works or other technical failures, obtain required competent/qualified-person or engineer approval.
- Use controlled test/startup and expanded monitoring where uncertainty remains.

Communication

- Share verified lessons promptly with affected employees and other projects while protecting privacy, legal privilege and investigation integrity.
- Toolbox talks explain hazard, controls, stop-work triggers and changes; they do not replace task-specific retraining or qualification.
- Do not identify an injured employee unnecessarily or circulate medical details, graphic images or blame statements.

Verification

- Confirm the action was implemented and effective in actual field conditions. Observe work, interview employees, inspect data/equipment and check for unintended hazards.
- Close an action only after evidence of completion/effectiveness. Reopen when conditions change or a repeat event/near miss occurs.

Trend Review

- Periodically analyze injury, first-aid, near-miss, damage, exposure and corrective-action data for recurring tasks, locations, equipment, times and system weaknesses.

10. Near Misses, Property Damage and Environmental Events

Near Miss Reporting

- Report immediately when an event had credible potential for injury or serious harm, even when no one was hurt. Examples: dropped object, uncontrolled load, vehicle close call, fall-protection activation, trench movement, utility near contact, unexpected energization or traffic intrusion.
- Do not redefine a near miss as an unsafe condition only. Unsafe conditions should also be reported and corrected before an event occurs.
- High-potential near misses receive urgent scene control, preservation, notification and investigation based on potential severity.

Property / Equipment Damage

- Stop and report any contact, breakage, fire, rollover, structural/equipment failure, damaged utility, public property or company/third-party loss.
- Do not continue operation, conceal damage or make unapproved repairs. Qualified personnel inspect/release equipment and structures.
- Photograph/document when authorized; obtain third-party contact/insurance information without admitting fault.

Environmental Events

- Immediately report spill, leak, discharge, concrete washout, paint/lead/blast media loss, water impact, sediment release, wildlife/cultural discovery or permit-control failure.
- Stop source if trained/safe, protect drains/water, control ignition/traffic, use spill plan and preserve samples/records as directed. Unknown or major releases require trained response.

Public / Media

- Treat public complaint, traffic impact, damaged vehicle/property or observed unsafe event respectfully; obtain facts and notify management.
- Only the designated spokesperson communicates with media or posts externally. Employees shall not share incident information/photos on social media.

Recognition and Learning

- Recognize reporting and hazard correction, not low numbers alone. Incentives shall not discourage reporting or care.
- Near-miss data is used to strengthen defenses before someone is injured; reports are not automatically proof of misconduct.

Close Call with No Evidence

- A concern should still be accepted and evaluated. Lack of video/damage does not justify dismissing a good-faith report.

11. Training, Anti-Retaliation, Records and Review

Employee Training

- At orientation and periodically, explain what to report, emergency priorities, contacts, delayed symptoms, near misses, scene preservation, no social-media sharing and anti-retaliation rights.
- Employees must know that reporting does not depend on severity, fault, treatment decision or whether a form is immediately available.

Supervisor / Manager Training

- Train on emergency activation, accepting reports, medical-care arrangements, call tree, serious-event recognition, evidence preservation, factual interviewing and prohibited retaliation/discouragement.
- Designated personnel receive OSHA recordkeeping, severe-event reporting, workers' compensation, privacy, DOT/environmental and electronic-submission training.

Reasonable Reporting Procedure

- The procedure shall allow prompt and accurate reporting in a practical manner and within a reasonable time after the employee recognizes the injury/illness. It shall not deter a reasonable employee from reporting.
- No blanket discipline solely for late reporting without considering when symptoms/work relationship became known and whether the process was reasonable.

Anti-Retaliation

- Employees have the right to report work-related injury/illness free from retaliation. Concerns may be raised to management/HR and external agencies as protected by law.
- Legitimate rule enforcement must be consistent and based on the conduct/rule, not on the fact of injury reporting or claim filing.

Records and Confidentiality

- Maintain initial reports, witness statements, evidence log, investigation, corrective actions, OSHA forms, claims, training, agency/insurer communications and retention schedules.
- Medical and privacy information is stored separately with access limited. Release records only as authorized or legally required.

Program Review

- Review at least annually and after serious/high-potential events, reporting delays, repeated causes or legal changes. Audit deadlines, log accuracy, corrective-action closure and employee confidence in reporting.
- Printed copies are uncontrolled unless formally issued. More protective regulatory, owner or project requirements apply.

12. Initial Incident / Near-Miss Field Report

VERIFY	EXPECTATION
Emergency	911/first aid/medical care; exact location/access; hazards isolated; responders met
Notification	Foreman, project management and office contact reached; date/time and receiver documented
Event type	Injury/illness, exposure, near miss, vehicle, property, environmental, public or subcontractor
People	Affected employee(s), employer, witnesses and contact information confirmed
Facts	Task, sequence, equipment/material, date/time, location and known conditions recorded
Scene	Exclusion zone, shutdown/lockout, evidence preservation and authorized scene control established
Medical status	Symptoms/injury, first aid, provider/destination and later admission/status updates tracked
Severe report	Potential fatality/inpatient admission/amputation/eye loss escalated to authorized reporter
Records	JHA, inspections, training, permits, photos/data, equipment and documents preserved
Interim controls	Repeat exposure stopped; temporary controls, responsible person and restart authority named
Follow-up	Investigation lead, insurer/DOT/environmental/owner needs and corrective-action tracking assigned

PROJECT / EXACT LOCATION:	DATE / TIME:
AFFECTED PERSON / EMPLOYER:	REPORTED BY / CONTACT:
FACTUAL DESCRIPTION / TASK:	INJURY / DAMAGE / POTENTIAL:
IMMEDIATE ACTIONS / MEDICAL:	WITNESSES / EVIDENCE:
NOTIFICATIONS / TIMES:	INTERIM CONTROLS / RESTART:

13. Test Your Knowledge

Circle the best answer. Review missed questions with your foreman.

1. What is the first priority after a serious incident? A. Complete the form B. Emergency care and preventing additional harm C. Determine fault	2. When must a work-related fatality be reported to OSHA? A. Within 8 hours after the employer learns of it B. Within 24 hours C. At year end
3. Which events have a 24-hour OSHA reporting deadline? A. Every first-aid case B. Property damage only C. Inpatient hospitalization, amputation or loss of an eye when applicable	4. Who makes the company's regulatory report? A. Any witness B. The designated company representative or backup C. The hospital
5. What should happen to a serious-incident scene after rescue? A. Preserve and control it B. Clean it immediately C. Restart to test equipment	6. Is a near miss reportable if no one was hurt? A. No B. Only if equipment broke C. Yes
7. What is a proper investigation goal? A. Find someone to blame B. Identify system causes and prevent recurrence C. Reduce reporting numbers	8. When may an injured employee be retaliated against for reporting? A. Never for good-faith protected reporting B. When the claim costs money C. When the report affects an award
9. Are OSHA recordability and workers' compensation the same decision? A. Always B. Only for lost time C. No	10. When may work restart after a serious event? A. When the schedule requires it B. After release, controls, inspection/rebrief and management authorization C. As soon as responders leave

EMPLOYEE: _____

DATE: _____

ANSWER KEY: 1-B | 2-A | 3-C | 4-B | 5-A | 6-C | 7-B | 8-A | 9-C | 10-B