CRITICAL INCIDENT MANAGEMENT PLAN
Death of Employee

Incident:

- **Death of staff member while working**

Guiding principles:

- Be proactive, not reactive
- Never assume anything, ask questions and find out the facts
- Critical Incidents take precedence over all else
- Document everything, including time, date, place
- Cooperate with authorities
- Act professionally and ethically always
- Always consider preservation of your brand

Your Key Contacts and Specialist Services:

- Local Police Station ( )
- Your company Lawyer ( )
- Insurance Broker – eg Crombie Lockwood, Paul Bonthron Ph 021 786-661
- Your Accountant ( )
- Your business consultant or advisor ( )
- Counselling Service – eg EAP Services Ph 0800 327-669
- Health and Safety Consultant – eg Hazardco Ph 0800 555-339
- Mastercraft National Support Office – 0294 772-524 or 021 962 796 or 021 283 5966

Your Immediate Action:

- Preservation of life paramount
- Never assume victim is deceased
- Ensure first aid is being administered
- Confirm the address and exact location of the victim
- Call ambulance by dialling 111
- Attend the scene as soon as possible
- Render first aid where safe to do so
- Take all necessary steps to make the site safe

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- Secure the scene
- Confirm the victim's identity
- Preserve the scene
- Advise next of kin

Following Your Immediate Action:

- Contact Worksafe NZ – 0800 030 040
- Contact and visit next of kin personally
- Contact your Health and Safety consultant eg Hazardco 0800 555-339
- Notify and engage your company lawyer
- Notify Mastercraft National Support Office who can assist you 0294 772-524
- Obtain contact details for senior Police Officer and Worksafe Investigator
- Obtain best site contact name and phone number
- Obtain contact details for your Client
- Identify obvious causes of incident

Your Legal Obligations & Considerations:

- Must notify Worksafe NZ immediately - Ph 0800 030-040
- Must complete the Worksafe NZ Notifiable Death, Injury and Illness Form (attached)
- You are NOT personally responsible for investigating this incident
- Investigating agencies are Police and Worksafe NZ
- Record name and contact details of the senior Police Officer
- Record name and contact details of senior Worksafe investigator
- Notify and engage your lawyer early
- Notify and engage your company insurance provider
- Identify preliminary cause(s) of accident
- Brief staff on possible cause(s) of accident
- Reiterate need for health and safety standards and processes to all staff
- Take all reasonable steps to eliminate or minimise known risks
- Update company Health and Safety policy where necessary
- All Victim's personal property must be returned to the family or given to the Police

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Your Media Liaison Considerations:

- Appoint senior company representative or Public Relations provider to deal with all media enquiries
- Advise all staff who the appointed media liaison representative is
- Advise all staff not to speak with media personally
- Advise staff to refer all media enquiries to appointed representative
- Advise staff not to release details of the victim to anyone
- Refer all media inquiries to your appointed representative, Police or WorkSafe

Your Human Resource Considerations:

- Provide and fund counselling for staff as required (engage EAP Services www.eapservices.co.nz)
- Reallocate victim's workload
- Advise your customers where necessary
- Consider appropriate time to return employees personal effects to family
- Process final wages and holiday pay
- Consider need to recruit new staff or use contractor in due course
- Action and implement findings from report
- Keep staff appraised through ongoing communications
- Monitor staff moral

Your Business Continuity Actions:

- Retrieve all company property from site
- Did the victim have any specific access or information on a job that others now need to know
- Contact victim's customers where appropriate
- Complete the job assigned to the victim
- Delete IT access codes
- Divert Victim's company cell phone and emails
- Delete Victim's company cell phone voice mail message
- Recover Victim's company keys, access cards, remotes
- Delete Victim's security and access codes
- Remove Victim's details from company website and company social media when appropriate
- Advertise for replacement employee in due course

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Your Moral Considerations:

- Do not make any reference to the identity or personal details of the victim to media
- Consider providing financial assistance to the victim's family to cover immediate expenses
- Consider financial assistance to the victim's family for funeral expenses?
- Consider financial assistance to victim's children on an ongoing basis
- Consider arranging and financing counselling services for victim's family
- Be mindful of setting precedents – whatever you do is likely to set baselines for other incidents
- Other staff members may wish to attend funeral
- Don't overlook your own and your family's well being

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