

**HARBOUR AUTHORITY  
OPERATIONS DIRECTIVE # 2  
INCIDENT / OCCURRENCE REPORTS**

**INCIDENT / OCCURRENCE REPORTS**

**POLICY**

1. All incidents, occurrences or complaints are to be made the subject of an Incident / Occurrence Report (see appendix A).
2. Incident / Occurrence Reports are to be used by all harbour personnel.
3. All original copies of Incident / Occurrence Reports are to be kept in the master binder at the Harbour Authority main office.
4. Harbour personnel must advise the VOM of any serious or delicate incidents / occurrences.
5. In addition to the Incident / Occurrence Report, a Harbour Accident Report (see appendix A) must be completed for every accident causing property damage or bodily injury.

**PROCEDURES**

When filling out an Incident / Occurrence Report, the following steps must be followed:

1. Fill in the name of the complainant (either the person who files the complaint or the person who first noticed the incident or occurrence) as well as any associated addresses, phone numbers or vessels in the fields provided.
2. Note the date and time that incident / occurrence was first noticed / reported.
3. Note all details of the incident / occurrence (who, what, where, when, why and how) and any action taken to resolve the incident / occurrence.
4. Give the report an appropriate title and check off what type of incident / occurrence it is describing in the fields provided.
5. If there are witnesses to any incident, Harbour personnel should ask any witnesses to fill out a Statement of Occurrence (appendix B) to include with the report.

6. Completed Incident / Occurrence Reports are to be kept in the Operations in-basket and are to be actively followed up by all harbour personnel until concluded. If follow up is to be done, a Continuation Report must be started and clipped to the original report.
7. Only the Manager may conclude an Incident / Occurrence Report.
8. Once concluded, Harbour Authority Incident / Occurrence Reports are assigned a number and then filed in the Master Incident / Occurrence Report Binder.

### **CONTINUATION REPORTS**

A Continuation Report is used to follow up any operations matter which has been made the subject of an Incident / Occurrence Report of OPS file. All action taken to investigate or follow up an Incident / Occurrence Report must be recorded on a Continuation Report (see appendix D).

### **APPROVAL**

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Harbour Authority

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Date