



## **PROCEDURES FOR RECORDING AND REPORTING INCIDENTS**

Charma Holdings Ltd places a high priority on the safety and well-being of its employees, customers, and stakeholders. To ensure a proactive and effective approach to incident management, the company has established comprehensive procedures for recording and reporting incidents. This proactive strategy helps prevent accidents, minimize risks, and maintain the company's commitment to safety.

### **1. Incident Identification and Classification**

Charma Holdings Ltd employs a systematic approach to identify and classify incidents. Employees are encouraged to report any incident, regardless of its magnitude, to their immediate supervisor or use the designated reporting channels. Incidents are classified based on their severity into four categories: near misses, minor incidents, major incidents, and critical incidents. Near misses are potential incidents that were narrowly avoided, while major and critical incidents are those with varying degrees of severity and impact.

### **2. Incident Reporting Channels**

The company provides multiple avenues for reporting incidents. Employees can use a variety of methods, such as dedicated incident reporting forms, online incident reporting platforms, or verbal communication with supervisors. Additionally, Charma Holdings Ltd maintains an anonymous reporting mechanism to encourage employees to report without fear of retaliation, ensuring a culture of open reporting.

### **3. Initial Incident Documentation**

Once an incident is reported, it is essential to document all relevant information. Charma Holdings Ltd requires employees and supervisors to complete an incident report form or use the online incident reporting system. These forms capture details such as the incident's date, time, location, individuals involved, witnesses, and a description of the incident. It is crucial to document these details accurately and comprehensively.

#### **4. Immediate Response**

In case of a critical incident or an emergency, immediate response is crucial. Charma Holdings Ltd has established emergency response teams and protocols to address incidents swiftly and effectively. The primary focus is on providing first aid, containing the incident, and ensuring the safety of all individuals involved.

#### **5. Incident Investigation**

After the immediate response, an incident investigation is conducted to determine the root causes and contributing factors. This thorough investigation includes interviews, site inspections, and a review of relevant documents. Charma Holdings Ltd uses a systematic approach to ensure a comprehensive understanding of what led to the incident.

#### **6. Corrective Actions and Prevention**

Based on the investigation findings, Charma Holdings Ltd formulates corrective actions. The company seeks to prevent the recurrence of similar incidents by implementing preventive measures. These may include process changes, additional training, equipment upgrades, or changes to safety policies and procedures.

#### **7. Reporting to Regulatory Authorities**

In compliance with legal requirements, Charma Holdings Ltd reports certain types of incidents to relevant regulatory authorities. The company ensures that all necessary information is accurately reported to maintain transparency and accountability.

#### **8. Incident Documentation and Records**

Charma Holdings Ltd maintains thorough records of all reported incidents and their resolutions. These records include incident reports, investigation findings, corrective action plans, and progress updates. This documentation assists in monitoring the effectiveness of safety measures and facilitates future incident analysis.

#### **9. Regular Review and Improvement**

The incident reporting and management procedures are subject to regular review and improvement. Charma Holdings Ltd holds periodic meetings and audits to assess the effectiveness of these procedures and make necessary adjustments to enhance safety and prevent future incidents. Charma Holdings Ltd is dedicated to creating a safe and secure working environment for all its stakeholders. The company's comprehensive incident recording and reporting procedures play a critical role in achieving this goal by fostering a culture of safety, transparency, and continuous improvement.