

STEP-BY-STEP: HOW TO CONDUCT AN INVESTIGATION			
Step 1: Preparation and information gathering	<ul style="list-style-type: none"> ▪ Visit the scene as soon as possible after the incident and before physical evidence is disturbed. Ensure that you take photographs or sketches. ▪ Identify and categorise the nature of the incident (e.g. fatigue management, mass, dimension and loading and speed compliance offences). ▪ Identify the parties to the incident and their location and availability (e.g. witnesses, driver, contractor, scheduler, loading manager, loader, consignor or consignee). ▪ Obtain any relevant background information available (e.g. compliance documents, CCTV footage, equipment manuals, previous reports, design specifications and operating logs). 		
Step 2: Interviewing the relevant parties	<ul style="list-style-type: none"> ▪ Interview witnesses separately – note down all sources of information and keep records to show that the investigation was conducted in a fair and impartial manner. ▪ Ensure that you look for causes and do not attribute blame. Systems fail for many reasons and the people involved are not necessarily the cause of the incident in question. ▪ Build a chain of events to identify all the causes. For the investigation to be successful it is necessary to establish the following information: <ol style="list-style-type: none"> a. events leading up to the incident; b. facts of the incident itself; c. facts regarding what occurred immediately after the incident; and d. essential factors and causes. ▪ Develop questions that will help you to establish the facts. Remember to take care in obtaining answers to some of these questions as the investigator could be accused of apportioning blame. 		
Step 3: Determining recommendations and conclusions	<p>What systems failed?</p> <ul style="list-style-type: none"> ▪ How can you prevent failure or make it less likely? ▪ How can you detect risks that could lead to a possible failure? ▪ How can you control failure and minimise the consequences? ▪ Why was the system in place? ▪ What could have been done instead? 	<p>Which parties failed?</p> <ul style="list-style-type: none"> ▪ Why did the party fail? ▪ Did an action or lack of action lead to the failure? ▪ How can you ensure failure is less likely? <p>What could be done instead?</p> <ul style="list-style-type: none"> ▪ Who else could do it or how else could it be done? 	<p>What specific items in the system triggered the incident?</p> <ul style="list-style-type: none"> ▪ What is the purpose of this item? ▪ Is there something else that could have been done instead?