

FIVE QUESTIONS TO ASK DURING INCIDENT INVESTIGATION

When you investigate an incident, you will need to address the five Ws.

- Where?**
- Where did the incident take place?
 - Where was the victim?
 - Where were the witnesses?
 - Where were the other items that were involved in the incident (vehicles, equipment, falling objects, etc.)?
- When?**
- When did the incident take place (date, shift, time)?
 - Is this the first time an incident like this has taken place? If not, when did the other incident(s) take place?
- Who?**
- Who was involved in the incident?
 - Who was injured?
 - Who was at the scene prior to the incident?
 - Who were the eyewitnesses?
 - Who heard the incident?
 - Who came upon the scene after the incident?
 - Who might have useful information about this incident?
- What?**
- What happened?
 - What are the circumstances surrounding the incident?
 - What events led up to the incident?
 - What factors appear to have caused this incident?
 - What are the facts relating to this incident?
 - What are the characteristics of the injuries?
- Why?**
- Why did this incident happen?
 - Why has this incident happened more than once?
 - Why did equipment, the environment, management, or employees fail in this incident?