


Petroleum	Health, Safety & Environment Management System Injury / Illness Case Management	
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PETROLEUM CSG


HSE MANAGEMENT SYSTEM PROCEDURE

INJURY / ILLNESS CASE MANAGEMENT

Petroleum HSEC Procedure No: PP06.02	
Reference: HSE Management Standard 6 – Health and Hygiene	
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Originator: Tricia Payne, Occupational Health - Global Practice Leader	
Approver: Dave Banks, Vice President HSE	Signature On File

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1.0 PURPOSE

The purpose of this Procedure is to:


- Outline the Company's commitment to injury and illness case management (refer to Policy in section 8.1)
- Define the process for the management of work related injuries and illnesses to facilitate an early and safe return to work for injured/ill employees and contractors
- Define the responsibilities of key stakeholders including employees, Supervisors / Managers, contractors, medical providers and key personnel in the injury management process

2.0 SCOPE

This Procedure applies to all BHP Billiton Petroleum employees and contractors involved in controlled activities. This Procedure establishes the minimum performance expectations for the management of injuries and illnesses by Contractor organisations.

Procedure shall be implemented in full compliance with all applicable laws, including but not limited to, privacy and worker's compensation (or the equivalent) laws and regulations. To the extent, if any, that this Procedure is now or in the future, contrary to any such laws and regulations, then this Procedure shall be deemed modified to the extent necessary to comply with such laws and regulations and shall be modified in writing as soon as possible after such inconsistency becomes known to BHP Billiton. The persons who have responsibilities for implementation of this Procedure shall not be required or expected to engage in any activity which is contrary to applicable laws and regulations. Persons who have responsibilities for implementation of this Procedure shall strictly adhere to this Procedure and shall not undertake to engage in activities beyond the scope of this Procedure. Any questions about the lawful manner of carrying out such responsibilities should be referred to the Human Resources or Legal Team for resolution and reported to the HSE function for updates to this procedure.

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3.0 REFERENCES

BHP Billiton HSEC Procedure No P10 – HSEC Reporting Manual
 BHP Billiton Fit for Work / Fit for Life Guideline G35 – Occupational Rehabilitation
 BHP Billiton Petroleum Guideline PG6.1 – Health and Hygiene
 BHP Billiton Petroleum Procedure PP06.01 – Medical Assessment
 BHP Billiton Petroleum Procedure PP13.01 - Incident Notification and Reporting

4.0 DEFINITIONS

Company	BHP Billiton Petroleum
Company Medical Professional	Refers to Company Occupational Health Nurse, Company Doctor or Company Medic
HSE	Health, Safety and Environment
Injury Management Coordinator	The company designated person responsible as the liaison with Doctors, Injured party, etc. to coordinate return to work program
IP	Injured or ill party
Manager	The responsible line manager
Person in Charge	The senior person on site responsible for overall site activities and operations
Shall or Must	Means a mandatory requirement
Should	Means a guideline which is strongly recommended

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5.0 PROCEDURE(S)

The flowcharts attached to this procedure shall be used to illustrate the process for managing work related injuries / illnesses. The process steps in these flowcharts are explained in clauses 5.1 to 5.6.

5.1 Initial Treatment and Notification

Anyone experiencing a work related injury or experiencing signs and/or symptoms of illness shall immediately notify their immediate Supervisor.


In cases of serious injury / illness, the site Company Medical Professional shall be immediately notified to render assistance. The Company Medical Professional shall provide initial treatment either at the scene of the incident or at the Company Health Services Facility (where available). Travel-related injuries occurring off-site will often be treated on scene. Prompt notification to the Company's Medical Professional is required in these cases.

In cases where the Injured / Ill Person (IP) has been treated by the Company Medical Professional and/or it is determined that further medical evaluation or treatment by a Hospital / Doctor is required, the IP's immediate Supervisor / Manager along with the relevant HSE Team shall be immediately notified.

If the injury/illness involves Contractors personnel, the relevant Company representative shall notify the Contractor organisation and provide all necessary information to assist the Contractor to meet its notification and injury management obligations as outlined in Section 6.2.

The Person In Charge (PIC), in conjunction with Human Resources shall also make arrangements to ensure the IP's Next of Kin / emergency contact is advised (employees only). Consultants / contractors shall be responsible for notifying contractors personnel Next of Kin / emergency contact.

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5.2 Referral to Hospital / Doctor

5.2.1 Escort to Hospital / Treating Doctor

In the case of serious injury / illness requiring medical evacuation (medevac), ambulance transportation and/or hospitalisation, the Company Medical Professional shall arrange for the transfer of the IP to a Company nominated medical facility and where required, seek approval from the relevant Manager (treatment of life-threatening illnesses/injuries should not be delayed seeking approval). A first aider or other medically trained individual shall accompany the IP to the medical facility however, an offshore Medic shall not leave the Facility to accompany the IP unless prior approval has been granted by the Offshore Installation Manager / PIC and/or adequate back up medical support has been arranged.

If an ambulance or other form of emergency transportation is used, a Company representative shall be available at the Hospital to respond to queries from Health Care Providers and offer support to the IP.

Where Contractor's personnel are injured / ill, a representative of the Contractor shall be assigned to travel with the casualty and manage the associated affairs at the medical facility.


For non-urgent cases that do not require emergency transportation (e.g. dental case, musculoskeletal pain), the IP may be escorted to an approved Hospital / Medical Clinic by a designated Company representative who is not medically trained. The Company driver or taxi may be organised for transport to/from an appropriate medical facility. This decision should be made in consultation with the Company Medical Professional.

5.2.2 Preferred Providers of Medical Care

Company Medical Professional and/or International SOS (or other similar provider under contract) shall evaluate and select a provider network of Hospitals / Doctors / Medical Clinics to ensure they are able to meet the needs of Petroleum operations.

Employees are entitled to choose their Treating Doctor however; the Company may also assign another Physician and arrange an examination which the employee must attend for compliance with relevant worker's compensation legislation. A list of Company Preferred Providers is available from the local Company Medical Professional.

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In cases of work related injury / illness of employees, the Company Medical Professional (or designated Company representative) shall liaise with the Treating Doctor to monitor treatment and progress.

5.3 Documentation

5.3.1 Internal Documentation

The relevant Manager shall complete the First Priority Enterprise (FPe) incident notification and follow the Company incident notification and reporting requirements (PP13.01 Incident Notification and Reporting).

5.3.2 External Documentation

In cases of work related injury / illness, a Medical Evaluation Report shall be issued by the Treating Doctor for commencing claims paperwork with the IP's Employer. The Human Resources designated representative shall be notified by the Company Medical professional to complete the insurer's claim paperwork and provide relevant documentation.


5.4 Case Management

For all cases of injury / illness of employees treated at an external medical facility, the Company Medical Professional or nominated Injury Management Coordinator shall communicate with the Treating Doctor and IP to monitor the progress of treatment and discuss return to work options. They are responsible for providing regular updates to the Manager / Person in Charge to satisfy internal and statutory reporting obligations.

5.4.1 First Aid Case

A first aid case is recorded when first aid treatment is required as a result of work related injury / illness. The United States Occupational Safety Health Administration (OSHA) guidelines are used to classify first aid cases, examples include visits to a health care provider for observation, diagnostic procedures and administration of non-prescription medication.

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In some jurisdictions, the medical practitioner may issue a Medical Evaluation Report indicating the individual can be released to return to work without restriction. The Company Medical Professional shall provide a copy of the Medical Evaluation Report (from Treating Doctor) to the Human Resources representative to facilitate timely submission of the ‘medical only’ claim to the Company workers’ compensation insurance carrier.

5.4.2 Medical Treatment Case

A medical treatment case is a work related injury or illness resulting in the medical management and care of a patient to combat disease or disorder, including any loss of consciousness.

Upon return to work, the Supervisor shall assess, in conjunction with the IP and HSE any difficulties with performing the assigned work.

The Company Medical professional may be required to provide a copy of the relevant documentation (e.g. medical invoice / receipt, Medical Evaluation Report) and First Priority Event Report form to the Human Resources representative to initiate the workers compensation claims paperwork for the insurer.

5.4.3 Restricted Work Case


A Restricted Work Case (RWC) is a work related injury or illness which results in the employee being unable to perform one or more of their routine functions for a full working day, from the day after the injury/ illness occurred.

The Employee and Company Medical Professional shall inform the Treating Doctor of the Company’s Injury and illness case management policy (Section 8.1) and the return to work options. A functional job description may be required to make workplace accommodations during the recovery period.

Restricted duties shall be:

- In line with medically stated restrictions
- Suitable to the individual’s physical capabilities and skills
- Meaningful and productive
- Regarded as being of a temporary and progressive nature

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When the Treating Doctor releases the IP to return to work without restriction, the fitness for work clearance shall be maintained by the Company Medical Professional.


5.4.4 Lost Time Case

If a suitably qualified Company Medical Professional advises that the injured person is unable to attend work on the next calendar day after the injury, regardless of the injured person’s next rostered shift, a lost time injury is deemed to have occurred. The Treating Doctor shall provide a fitness for work clearance indicating the duration of time the individual shall remain off work and a copy of this documentation shall be securely filed by the Company Medical professional and a copy issued to the Human Resources representative. The need for specialist consultation or rehabilitation shall also be noted on the report.

The Human Resources representative shall promptly submit the workers compensation claim and provide any necessary payroll information to the insurance carrier. The HR representative shall also contact the IP to discuss continuation of wages.

During the time when an IP is absent from work and undergoing rehabilitation, the individual’s Supervisor / Manager shall establish regular communication with IP in support of the return to work goals.

When the Treating Doctor releases the IP to return to work without restriction, the fitness for work clearance shall be provided to the Company Medical Professional and Human Resources representative.

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5.5 Preparation for Return to Work

Early intervention from a Rehabilitation Provider post injury / illness is important. When determining if and when a Rehabilitation Provider should be involved, the following factors should be taken into consideration:

- The nature and severity of the injury
- Any non-work related illness or pre-existing condition which could impact on the rate of recovery
- Individual's demonstrated level of ability to adapt to the effects of the injury / illness (emotionally, physically, etc.)
- Any possible effects of the injury/illness in the acute stages (e.g. difficulty in coping with medical treatment, etc.)
- A potential long term inability to return to full normal duties


The referral to a qualified Rehabilitation Provider shall be initiated through contact between the Treating Doctor, IP and the Company Medical Professional. The Treating Doctor and/or the Company Medical Professional shall discuss the referral with the IP to explain the injury management process and how the Rehabilitation Provider can assist.

The Company Medical Professional shall communicate with the Rehabilitation Provider and relevant parties to assist the IP and their Supervisor/Manager to facilitate the injury management process within the IP's workplace.

The Rehabilitation Provider should provide the following services:

- Development of a Return to Work Plan (see Section 8.2 for example). In some jurisdictions, this is mandatory following a period of absence due to work related injury / illness and copies of this document are to be given to the insurer, Treating Doctor, employee and Manager.
- Workplace / ergonomic assessments
- Education of the IP and their Manager regarding details and benefits of the Return to Work Program
- Arrangement of a suitable exercise program in consultation with the Treating Doctor
- Counselling services
- Functional capacity assessments, as needed
- Vocational assessment and retraining, if appropriate
- Advice/assistance to families of the IP in support of the rehabilitation process

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5.6 Fitness for Work Certification

5.6.1 Work-related cases

Following an absence from the workplace as a result of a lost time or restricted work case, the IP shall be referred to a Company preferred provider clinic for clearance to return to work. Any medical certification that was submitted as part of the pre-placement screening will not be acceptable.

The fitness for work clearance from the Company preferred physician shall be securely filed by the Company Medical Professional.

5.6.2 Non-work related cases

In cases of absence due to non-work related injury or illness that could result in potential aggravation or affect the employee’s ability to safely perform essential job functions, the employee is required to submit acceptable documentation indicating that he/she is able to return to work with no limitations signed by a qualified physician. It is the employee’s responsibility to immediately advise their Manager or HSE Advisor if he/she is unable to perform his/her job duties as a result of a non-work related injury or illness and discuss the requirement for a return to work assessment.


The Manager shall consult the Company Medical Professional regarding the need for acceptable documentation verifying no limitations. The Company Medical Professional can request a second medical opinion to determine fitness for duty at no expense to the employee, in which case the employee is required to undergo a medical assessment prior to returning to work.

The fitness for work clearance from the Treating Doctor shall be securely filed by the Company Medical Professional.

5.6.3 Contractors

Contractors’ personnel (including individual Consultants, Vendors and Subcontractor personnel) are required to follow a similar return to work process as Company employees. This includes the use of Company preferred hospital / doctors for the diagnosis, treatment and rehabilitation of contractor’s personnel.

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Contractors personnel who are absent from the workplace as a result of a work related or non-work related injury/illness that affects the person's ability to safely perform the essential functions of the job shall provide documented assurance in the form of a fitness for work clearance from their Treating Doctor. A copy of the fitness for work clearance shall be forwarded to the Company representative in a timely manner before the contractor's employee returns to work.

6.0 RESPONSIBILITIES

6.1 All Employees

All employees have the following responsibilities:


- Report all work related injuries and illnesses to his/her Manager immediately
- Report any non-work related injury / illness that may affect his/her ability to perform essential job functions to his/her Manager immediately
- Inform the Treating Doctor that return to work opportunities are available to accommodate his/her physical abilities
- Follow the Treating Doctor's orders and restrictions at home and at work
- Actively participate in the development of a return to work program
- Notify his/her Manager immediately if his/her work status changes
- When released to return to work, report to his/her Manager on the next regular shift
- Provide his/her Manager with fitness for work clearance prior to return to work

6.2 Contractors

The responsibilities of Contractors include:

- Report work related injuries and illnesses to the Company representative or Company Medical professional
- Make arrangements for the transportation of the IP to a Company preferred Medical Provider
- Ensure contractor's IP is evaluated and treated at a Company preferred Medical Provider for an accurate diagnosis, ongoing treatment and rehabilitation or suitable medical provider

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- In case of serious injury, liaise with the Company representative to arrange for next of kin notification
- Monitor the IP's progress against the rehabilitation plan and act on any deviations
- Establish and maintain regular contact with the IP during their absence from work
- Provide regular feedback to the Company representative on relevant issues associated with the IP's return to work
- Provide a fitness for work clearance to the Company representative prior to IP's return to work
- Ensure the timely submission of workers compensation claim to contractor's insurance carrier

6.3 BHP Billiton Company Medical Professional


The BHP Billiton Company Medical Professional responsibilities include:

- Evaluate, treat and/or refer injured / ill person (IP) to Company preferred medical providers
- Notify the IP's Supervisor and/or HSE Team of reported injury or illness and arrange for the transportation of the IP to a medical facility for further evaluation
- Liaise with the hospital / Treating Doctor and other health care providers (e.g. physiotherapist, counsellor) to monitor the progress of treatment
- Ensure the treating medical provider is fully aware of the Company's injury and illness case management policy and return to work opportunities
- Provide regular updates to the relevant Manager / HSE Advisor on the status of the individual and medical treatment

6.4 Injury Management Coordinator

An Injury Management Coordinator may be appointed to interface with the IP, the Company and Medical Provider. This role may be satisfied by an internal resource (e.g. HSE Advisor) or an external coordinator (e.g. Claims Services, International SOS or other agent). The appointment of an Injury Management Coordinator by the Responsible Manager or HSE Advisor should be considered when the following situations arise - when Company Medical professional is not available to interface with medical providers; non-urgent medical evacuation (e.g. dental case); escort of IP to Company preferred medical facility required.

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The responsibilities of the Injury Management Coordinator include:


- Initiate and maintain regular contact with the IP following the report of injury/illness
- Meet and transport non-urgent medical cases and manage the return to work process until discharged from medical care and returned home / work
- Facilitate and coordinate the return to work program with IP, Supervisor and medical providers
- Liaise with Treating Doctor and other Company preferred Medical Providers to ensure the employee receives appropriate treatment
- Ensure the Treating Doctor and other health care providers are aware of the Company's injury and illness case management policy and return to work opportunities
- Ensure a fitness for work clearance is received from Treating Doctor prior to IP's return to work (see Section 5.6 for more details)
- Ensure that personal information gathered during the injury / illness case management process is treated with sensitivity and that confidentiality is maintained

6.5 Responsible Line Manager

The responsibilities of the Line Manager include:

- Ensure that IP is accompanied to a Company preferred Hospital / Medical Provider
- If Contractor is injured / ill, notify Contractor's Employer of injury or illness to contractor personnel
- Determine the suitability of the return to work plan with functional input from Company Medical professional / Injury management coordinator
- Monitor IP's status against return to work plan and establish regular communication in support of the return to work goals
- Assess the ability to perform restricted duties with functional advice from Company Medical professional / Injury Management Coordinator
- Ensure early identification of restricted duties to assist the IP's return to full work capacity
- Ensure Contractor companies follow these processes as a minimum, for injury management and provide a fitness for work clearance following a lost time or restricted work case or non-work related absence (refer section 5.6.2).

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6.6 Human Resources

It is the role of the Human Resources Advisor to manage the administrative aspects of workers' compensation claims and provide a link between the Company and insurer. The HR Team is responsible for:

- Timely submission of workers' compensation claim paperwork to insurer, including Employer's First Report of Injury / Illness
- Liaise with insurer / assessor before and after acceptance of claims
- Monitor the progress of claims and act on disputed claims
- Maintain confidentiality of workers compensation records containing claim correspondence, medical reports, payment records, etc.
- Offer of counselling through Employee Assistance Program for both IP and their family
- In case of serious injury, notify IP's next of kin / emergency contact after consultation with Company Medical Professional, Manager and if required, HSE

7.0 UPDATES TO THIS DOCUMENT

This is a Petroleum HSE Controlled Document. Requests for updates to Petroleum HSE Controlled Documents shall be documented on the Petroleum HSE Document – Update Request Form and sent to the [Petroleum HSE Systems Support](#) email in the GAL.

8.0 ATTACHMENTS

8.1 Injury and Illness Case Management Policy

8.2 Sample Return to Work Plan

8.3 Flowchart – Injury / Illness Case Management for Employees

8.4 Flowchart – Injury / Illness Case Management for Contractors

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8.1 Injury and Illness Case Management Policy

In accordance with BHP Billiton's Sustainable Development policy, BHP Billiton Petroleum will provide an effective injury and illness management process for its employees.

Our objective is to assist injured or ill employees to remain at work or return to work as soon as safely possible after injury or illness, in accordance with medical advice. BHP Billiton Petroleum recognises that remaining at work or returning to work as soon as it is medically advisable after an injury or illness is beneficial for recovery. It is an expectation that injury / illness management will commence as soon as possible after an injury or illness occurs.

Specifically, this policy will enable us to:

1. Safely restore injured or ill employees to the fullest capacity for gainful employment of which they are capable, in line with medical advice.
2. Obtain the support of the employee's colleagues, supervisors and managers during the rehabilitation process.
3. Ensure individuals are proactively involved in the management of, and recovery from, their injury or illness.
4. Wherever practical, identify suitable alternative duties or positions for the injured or ill employee to facilitate a timely return to work.
5. Ensure that personal information gathered for injury or illness management is protected and treated confidentially in accordance with Company guidelines and legislative requirements

This policy will be applied to all cases of work related injury or illness as per legislative requirements. Wherever possible it will also apply to employees with non-work related injury or illness to ensure their return to work is safe and sustainable.

There will be continued evaluation of BHP Billiton Petroleum's injury / illness case management policy and procedures.

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8.2 Sample Return to Work Plan

The following return to work (RTW) plan has been developed for:

1. Surname: First Name:

2. Job Title: Supervisor:

4. Work Location:

5. Name of rehabilitation coordinator, treating doctor or employee representative:

6. Restrictions:

7. Suitable Alternative Duties:

8. Specific Duties to be avoided:

9. Long term goals and/or steps to be taken to facilitate a return to work:

10. Hours/days of work:

11. Return date:

12. Length of program:

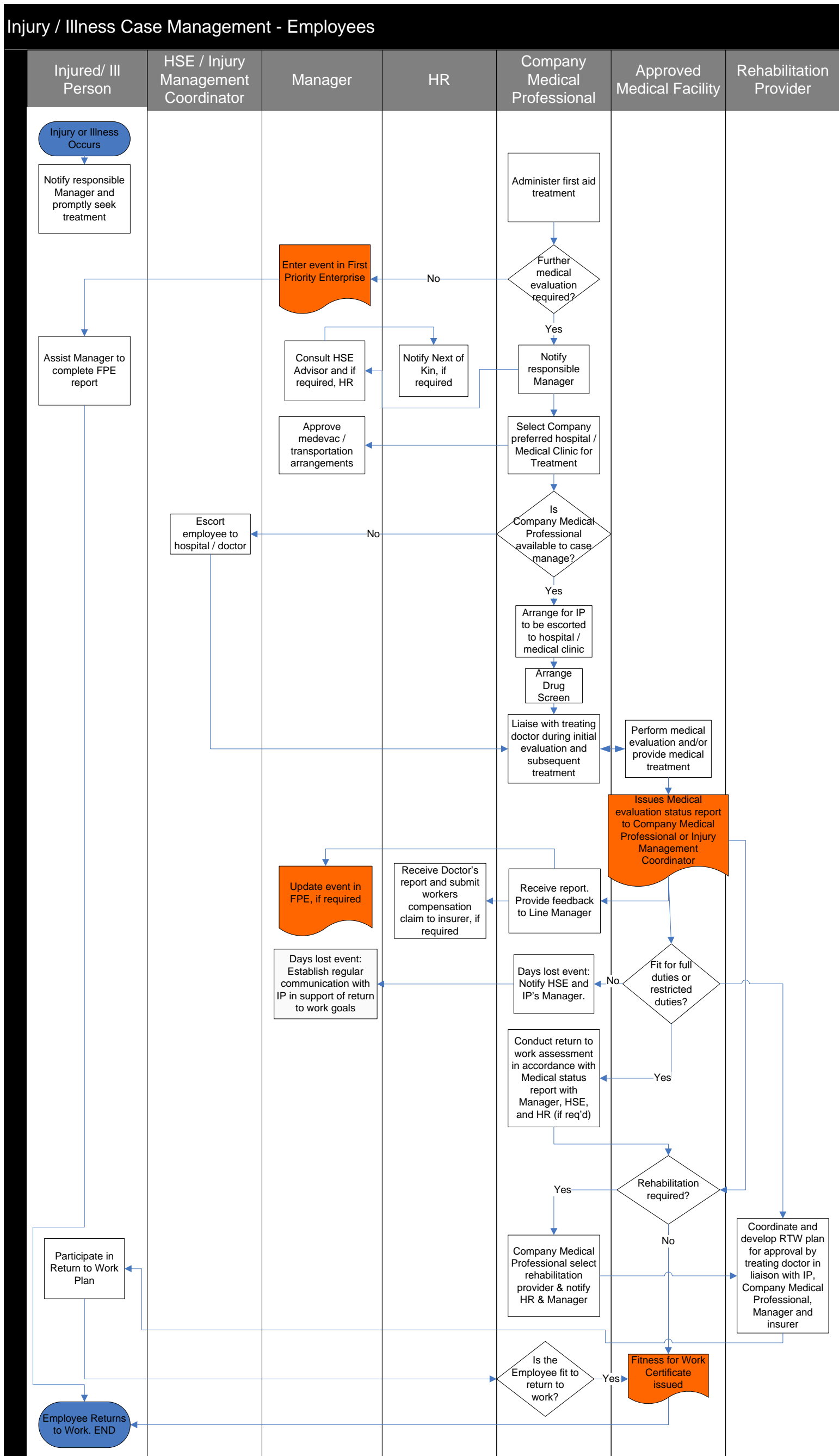
13. Review date:

14. Predicted completion date:

The following parties have agreed to the program:

<input type="text"/>	Date:	Worker
<input type="text"/>	Date:	Supervisor

8.3 Flowchart – Injury / Illness Case Management for Employees



8.4 Flowchart – Injury / Illness Case Management for Contractors

