

Reporting Staff Accidents and Injuries

A record of all injuries must be kept at the workplace. It is the responsibility of the injured worker to notify their manager and the manager will complete the form, recording their name, the date and cause of the injury, whether it results in a claim or not. To prevent a similar injury happening again the occurrence should be properly investigated and preventative action taken.

- Step 1: Accident/Incident occurs
- Step 2: Administer First Aid if required
- Step 3: Report to manager
- Step 4: Manager to document all information on the incident report form
- Step 5: Find and save the footage from the camera system
- Step 6: Send incident report to HR Manager and CEO (Escalation Matrix)
- Step 7: HR Manager to investigate circumstances around the incident.

When completing this form, we ask that you simply state the facts, please do not make any assumptions or presume because of the rain outside the floor was slippery. Simply state, water on the floor, or no liquid on the floor, write down what you see, nothing more, nothing less. This form is then to be sent to HO immediately, if serious please make a phone call to your manager or directly to the HR Manager. The scope of the injury is not the defining factor on whether this is reported. Breach of this policy will result in a written warning being placed on file.

Reporting Customer Accidents And Injuries

If a customer is injured in the store, the manager on duty must complete an accident report whether the accident is minor or not. Even if the customer does not want to complete the form or sign it, you must complete a form and follow the below process.

- Step 1: Accident/Incident occurs
- Step 2: Administer First Aid if required
- Step 3: Report to manager
- Step 4: Manager to document all information on the Customer incident report form

- Step 5: Find and save the footage from the camera system
- Step 6: Send incident report to HR Manager and CEO (Escalation Matrix)
- Step 7 HR Manager to investigate circumstances around the incident.

I understand the above policy and procedure and will ensure that I follow this best practice as outlined by HG Retail.

Name: _____

Signature: _____

Date: _____