



GROCERY INDUSTRY

INCIDENT REPORTING BEST PRACTICES



If an accident occurs on your premises, a fast, intentional response can help control future claim costs.

Have a First Aid Kit Ready

- Maintain a first aid kit stocked with bandages, antibiotic ointment, antiseptic and other essential items.
- Have emergency numbers clearly posted.
- Make sure employees know where to access the kit and what to do in an emergency.

Attend to the Injured Person and Accident Site

- Ask if they need medical treatment.
- Determine whether you need to call 911, for example, if the person is unconscious, unresponsive or asks for an ambulance.
- Be polite, helpful and compassionate, but avoid making statements that could be interpreted as admissions of fault.
- Check for and correct any hazardous conditions (like a wet floor) to prevent any additional injuries. Use cones or signage to alert others to potential remaining hazards.

Collect Evidence

- Get a statement and contact information from the injured person if possible.
- See if there are witness who can give a statement and provide contact information.
- Document the incident. Include any details that could be relevant, including the time of the incident and the surrounding conditions.
- Take photographs of the area where the incident occurred.
- Retain surveillance video if it exists.
- Retain sweep logs and any other evidence of maintenance and cleaning.

Contact RiskPoint

- Contact RiskPoint as soon as possible.
- Whenever possible, reporting should be done the same day as the incident or the first day you learn of the incident.
- Even if you don't think the incident will result in a claim, go ahead and let RiskPoint know.

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CONTACT US TODAY!

RISKPOINT
INSURANCE ADVISORS

Advocate | Protect | Defend | Advise

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