

Injury Workflow

When a Team member Gets Hurt

STEP 1 — STOP WORK

Immediately stop the task and secure the area to prevent additional injuries.

STEP 2 — ASSESS SEVERITY

Life-Threatening Emergency?

Examples:

- Severe bleeding
- Head injury with loss of consciousness
- Trouble breathing
- Broken bones
- Seizures

➔ YES

- Call 911 immediately
- Notify Area Director and HR
- Manager meets team member at hospital if possible

➔ NO

Proceed to Step 3

STEP 3 — PROVIDE FIRST AID

If injury is minor:

- Provide first aid
- Monitor team member
- Complete incident report

If medical treatment may be needed → Step 4

STEP 4 — TRANSPORT FOR MEDICAL CARE

Manager should arrange transportation to the designated occupational clinic.

Team members should not drive themselves when injured.

If ambulance transport is required:

- Team member may go to nearest emergency facility
- Notify HR immediately

STEP 5 — REQUEST DRUG / ALCOHOL TEST

If medical treatment beyond first aid is required:

- Request post-incident drug and alcohol testing when there is reasonable suspicion
- Ensure testing occurs at clinic or medical facility when possible
- If testing cannot occur due to medical treatment, HR will coordinate within 32 hours

STEP 6 — COMPLETE INCIDENT REPORT

Within 24 hours

Manager must:

- Complete Team member Incident Report
- Upload photos of injury and hazard
- Upload video if available

- Upload medical documentation
- Submit WorkWell form for Texas team members

STEP 7 — NOTIFY HR / SAFETY

HR will:

- Report claim to WC carrier when applicable
- Coordinate treatment and claim management
- Determine return-to-work status

Safety will:

- Review incident
- Conduct investigation if required

STEP 8 — INVESTIGATE INCIDENT

Manager and Safety must determine:

- Root cause
- Contributing factors
- Corrective actions

Corrective actions should be implemented within 7 days.