



Team Member Incident Report FAQs for Managers

What is a team member incident report?

An incident report records unexpected events at work, detailing what happened, when, where, and who was involved. It's required for all injuries, no matter how minor.

How soon do I need to complete a team member incident report?

The incident report must be completed within 24 hours of becoming aware of the injury.

Where can I locate the team member incident report?

You can find the incident report on the company intranet by navigating to Safety > [Team Member Incident Report](#).

Who is responsible for completing a team member incident report?

The Manager on duty must complete the incident report.

Who is responsible for getting medical documentation to HR?

The management team at the location or department where the incident occurred.

Where do I find the designated clinic for medical treatment?

You can find your store-designated clinic on the company intranet by navigating to Safety > [Urgent Care Locations](#).

What should I do if I witness an incident?

Immediately report the incident to your supervisor or manager and provide a factual account of what you observed. Witness information may be requested as part of the incident investigation.

Is a Drug Test and Blood Alcohol Test Required?

Post-incident drug and alcohol testing may be required when medical treatment beyond first aid is necessary or when there is a reasonable possibility that substance use may have contributed to the incident. Testing will be conducted in accordance with the Workers' Compensation & Post-Incident Drug Testing Policy.

Does the team member stay on the clock while seeking medical treatment on the day of the injury?

Yes, the team member stays clocked in for the entire shift schedule on the day of the injury.

When can a team member return to work after medical treatment?

A team member may return to work only after Human Resources reviews the medical release or work status documentation and confirms the team member is cleared for duty or approved for modified work.

When should 911 be called?

Call 911 if there is heavy bleeding that won't stop, deep cuts or severe burns, head injuries involving loss of consciousness, trouble breathing, seizures, or if someone cannot move. This is



not an all-inclusive list, when in doubt, use reasonable judgment and call 911 if the situation appears serious or life-threatening.

How should we handle incidents involving contractors or visitors?

Incidents involving contractors or visitors should be documented and reported immediately to Human Resources and Safety and Loss Prevention.

Promptly report the incident to Kory Harris at kharris@whitewatercw.com.

Emergency Contacts:

HR Direct @ 844-715-1250 option 6 or HR@whitewatercw.com

Kory Harris, Director of Safety and Loss Prevention @ 713-294-0120 (after office hours)

Jana Bolton, HR Associate @ 832-381-0279 (after office hours)

Carmen Trujillo, Sr Director, Human Resources @ 346-328-3578 (after office hours)