



Workplace Incident Reporting & Response Policy

At WhiteWater Express, we prioritize the safety and well-being of our employees. These incident reporting procedures are in place to ensure a prompt and thorough response to any workplace incidents, fostering a culture of safety and accountability throughout our organization.

Step 1. Immediate Actions Taken

- Stop the task immediately and ensure the well-being of everyone involved
- If there is a life-threatening medical emergency, call 911 without delay
 - Immediately after calling 911, notify the Area Director and HR Department
 - Secure the scene to prevent further injuries to others

Step 2. Offer First Aid and Medical Attention (If medical attention is required, the Manager on duty must notify the Area Director and HR Department).

- If First Aid;
 - Administer first aid, following consent from the injured employee if possible, and proceed to step 3
- If Medical Attention;
 - A member of Management must drive the injured employee to the designated Urgent Care Clinic.
 - Consider ambulance transport to the urgent care clinic to manage liability and ensure safety, if it's an emergency situation. If transported via ambulance, a member of the management team must meet employees at the treatment facility.
 - Drug and Alcohol tests must be requested at the urgent care clinic.
 - Confidentiality and privacy during the **drug and alcohol testing process are mandatory.**

Step 3. Documentation

- Complete the Employee Incident Report found on the company intranet, providing thorough and detailed information regarding the incident.
 - WORKWELL acknowledgment form must be signed and uploaded to the incident report (**only applies to Texas employees**) within 24 hours.
 - Photos of both the injury and the cause of the injury **must be** uploaded to the incident report.
 - If available, upload video footage of the incident.
- **Medical Documentation & Return to Work**
 - If the employee **receives medical treatment**, a **doctor's release note** must be emailed to HR for review **before** returning to work.



- If the doctor **imposes work restrictions**, HR must review the restrictions and partner with the Manager if accommodations can be made by providing a **Bona Fide Offer of Employment**. This must be reviewed and signed by the employee before they may return to work.

***Incident Report must be completed within 24 hours of the incident.**

Step 4. Follow-Up and Correction

- Conduct a comprehensive investigation to determine the root cause of the incident.
- Communicate investigation findings with the Area Director and HR Department.
- If corrective action is necessary, ensure it is implemented within 7 days of the incident.

Manager Acknowledgment:

I acknowledge that I have reviewed the Workplace Incident Reporting and Response Policy and understand that failure to follow it may result in disciplinary action up to and including termination.

Manager Name: _____

Manager Signature: _____

Date: _____



Employee Incident Report FAQs

What is an employee 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 an employee incident report?

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

Where can I locate the employee incident report?

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

Who is responsible for completing an employee incident report?

The Manager on duty must complete the incident report.

Who is responsible for getting medical documentation to HR?

The Management team of the location or department.

Where do I find out where you take my employees for 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?

Witnessing an incident is crucial for accurate documentation. Immediately report the incident to your supervisor. Your firsthand account can greatly assist in the investigation process.

Is a Drug Test and Blood Alcohol Test Required?

Yes, if medical treatment is needed, a drug and alcohol test is **mandatory**. No exceptions.

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

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

When can an employee return to work after medical treatment?

An employee may return to work **only after HR has formally cleared them**. HR clearance ensures that the employee is fit to safely perform their duties and that any necessary accommodations are in place.

When should 911 be called?

Call 911 if there's heavy bleeding that won't stop, deep cuts or burns, head injuries with loss of consciousness, trouble breathing, seizures, or if someone can't move.

How should we handle incidents involving contractors or visitors?

Revised: 10/2025



Incidents involving contractors or visitors should be treated with the same level of seriousness as those involving employees. 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)