



Workplace Incident Reporting & Response Policy

Department: Human Resources

Effective Date: 04/2026

Prepared By: VP, Human Resources

Purpose

At WhiteWater Express Car Wash ("Company"), we recognize that prompt reporting and appropriate response to workplace incidents are essential to protecting the health and safety of our team members and maintaining a safe work environment.

The purpose of this policy is to establish a consistent process for responding to workplace incidents, ensuring timely medical attention, proper documentation, and thorough investigation. Prompt reporting and response help the Company identify workplace hazards, implement corrective actions, and prevent future incidents.

Scope

This policy applies to all team members, managers, and leadership at all company locations.

All workplace incidents must be reported in accordance with this policy, including:

- Workplace injuries or illnesses
- Near-miss incidents
- Property damage incidents
- Incidents involving contractors or visitors

This policy works in conjunction with the Workers' Compensation & Post-Incident Drug Testing Policy.

Roles & Responsibilities

Team Members

- Immediately report any workplace injury, illness, or near miss to a supervisor or manager.
- Cooperate with medical treatment and incident investigations.
- Follow all workplace safety procedures.

Managers / Supervisors

- Ensure injured team members receive appropriate medical attention.
- Secure the incident scene if necessary to prevent further injury.
- Arrange transportation to the designated medical provider when medical treatment is required.
- Notify Human Resources and the Area Director of all incidents involving team members.
- Complete the required incident report within 24 hours.
- Collect supporting documentation including photos, video, and witness statements when available.

Area Directors

- Provide oversight to ensure incident reporting procedures are followed.
- Support incident investigations and corrective actions when necessary.

Human Resources



- Provide guidance regarding incident reporting procedures.
- Coordinate workers' compensation claim reporting and case management.
- Review medical documentation and return-to-work status when applicable.

Safety / Loss Prevention

- Assist with incident investigations.
- Identify root causes and recommend corrective actions to prevent recurrence.

Procedure

1. Immediate Response

When a workplace incident occurs:

1. Stop the task and ensure the safety of all individuals in the area.
2. Provide first aid if appropriate and safe to do so.
3. If the injury is life-threatening or requires urgent medical attention, call 911 immediately.
4. Notify the Area Director and Human Resources following any incident involving a team member.

Managers should secure the scene when necessary to prevent additional injuries.

2. Medical Treatment

If medical treatment is required:

- A member of management should arrange transportation for the injured team member to the designated occupational health clinic whenever possible.
- If the injury requires emergency treatment, the team member may be transported to the nearest emergency facility.

If an employee is transported by ambulance, a member of management should coordinate with the medical facility and notify Human Resources.

Post-incident drug and alcohol testing may be requested in accordance with the Workers' Compensation & Post-Incident Drug Testing Policy.

3. Incident Documentation

Managers must complete the Employee Incident Report within 24 hours of the incident.

Documentation should include:

- Description of the incident
- Date, time, and location of the event
- Names of individuals involved and any witnesses
- Photos of the injury and contributing conditions when available
- Video footage when available

For Texas employees, the Texas Mutual WorkWell acknowledgment form must also be uploaded to the incident report when applicable.

4. Medical Documentation and Return to Work

If a team member receives medical treatment:

- A physician's release or work status note must be provided to Human Resources before the team member returns to work.
- If work restrictions are issued, Human Resources will review the restrictions and determine whether modified duty can be offered.

Return-to-work determinations must be approved by Human Resources.



5. Incident Investigation and Follow-Up

All incidents must be reviewed to determine the root cause and identify corrective actions.

Management, Safety, and Human Resources may conduct investigations that include:

- Witness interviews
- Review of photos or video footage
- Inspection of equipment or work conditions

Corrective actions should be implemented promptly, generally within 7 days of the incident, when applicable.

Policy Acknowledgment

Managers and team members are responsible for complying with this policy. Failure to follow incident reporting procedures may result in disciplinary action, up to and including termination.

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.

Team Member Name: _____

Team Member Signature: _____

Date: _____

Disclaimer:

This policy is intended to provide general guidance and does not create a contract, express or implied. The Company reserves the right to modify, suspend, or discontinue this policy at any time, with or without notice. Where state or local law differs from this policy, the Company will follow the requirements of the applicable jurisdiction.