



Critical Incident Response Checklist

Immediate Emergency Response

- ☐ 911 called immediately
- ☐ Emergency medical response initiated
- ☐ Scene secured if safe to do so
- ☐ Immediate threat assessed
- ☐ Team members onsite accounted for
- ☐ Operations paused or site closed if necessary
- ☐ Area restricted from unauthorized access
- ☐ Leadership notified immediately

Escalation & Notification

- ☐ Regional Director notified
- ☐ Human Resources notified
- ☐ Safety / Risk Management notified
- ☐ Executive Leadership notified
- ☐ Legal notified if appropriate
- ☐ Marketing / Communications notified if media exposure possible
- ☐ Law enforcement contact information documented
- ☐ Incident number obtained if available

Evidence Preservation

- ☐ IT directed to preserve surveillance footage
- ☐ Auto-delete settings suspended if applicable
- ☐ Witness list created
- ☐ Witness statements initiated
- ☐ Photos/videos preserved
- ☐ Schedules/timcards preserved
- ☐ Access logs preserved
- ☐ Scene left undisturbed pending clearance from law enforcement or Safety
- ☐ Chain-of-custody documentation initiated if applicable

Biohazard / Scene Remediation

- ☐ Biohazard exposure risks assessed
- ☐ Team members removed from trauma scene cleanup responsibilities
- ☐ Qualified third-party biohazard remediation vendor contacted if needed
- ☐ Area restricted pending cleanup and clearance
- ☐ Bloodborne pathogen concerns evaluated
- ☐ Cleanup completion documented prior to reopening if applicable

Safety / Regulatory Response

- ☐ Workers' compensation claim initiated
- ☐ OSHA reportability assessed
- ☐ OSHA notified if required
- ☐ Insurance carrier notified
- ☐ Incident response log opened
- ☐ Site prepared for possible OSHA or law enforcement follow-up visit



- ☐ Initial operational risk review conducted

Team Member Support

- ☐ Emergency contacts verified
- ☐ Impacted team members identified
- ☐ EAP communication sent
- ☐ Team member support resources communicated
- ☐ Leave/accommodation needs reviewed
- ☐ Follow-up support conversations scheduled if appropriate

Communications

- ☐ Internal communication drafted and reviewed
- ☐ Broader team/store communication assessed
- ☐ Media response reminder communicated
- ☐ External inquiries routed to approved communication channel
- ☐ Leadership talking points prepared if necessary

Site Security & Operational Review

- ☐ Exterior lighting reviewed
- ☐ Camera functionality verified
- ☐ Gate/lock/access concerns reviewed
- ☐ Security vulnerabilities documented
- ☐ Suspicious activity concerns reviewed
- ☐ Lone-worker considerations reviewed if applicable
- ☐ Corrective actions assigned

Recovery & Follow-Up

- ☐ Reopening plan approved
- ☐ Corrective action tracking initiated
- ☐ Leadership debrief scheduled
- ☐ Post-incident review completed
- ☐ Documentation retained appropriately
- ☐ Additional training or policy review assessed
- ☐ Final follow-up with impacted team members completed

Prepared By: _____

Date Completed: _____

Additional Notes:
