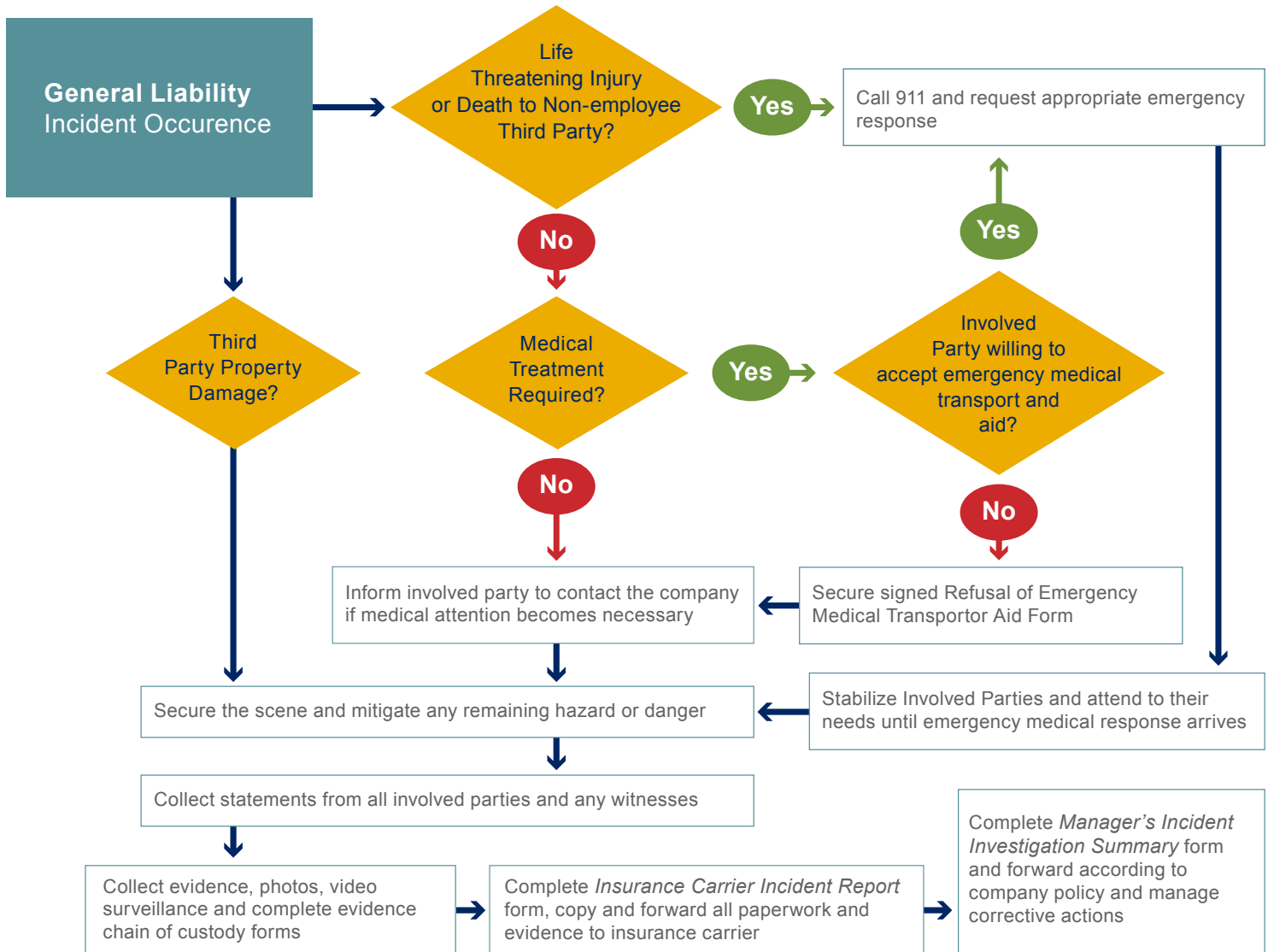


1. General Liability Incident Response Flow Chart



What to Do and What Not to Do

What to Do	What Not to Do
Respond to the incident immediately.	Attempt to move involved parties if they appear injured, unless in imminent danger.
Call 911 if incident involves serious injury, death, criminal activity or significant property damage.	Apologize for the incident.
Stabilize involved parties, if necessary, until emergency medical response arrives.	Admit fault or responsibility.
Mitigate, contain or establish separation from any ongoing hazard or danger.	Assign blame or argue with the injured party about the cause of the incident.
Secure the scene and prevent unauthorized entry.	Detain involved parties against their will.
Show compassion for injured parties.	Reprimand an employee at the scene of an incident.
Act courteously.	Mention insurance.
Act professionally.	Offer to pay medical expenses.
Collect contact information and statements from ALL involved parties and ANY witnesses.	Tamper with/destroy/hide evidence or misrepresent facts of causation.
Preserve evidence; collect photos of the scene and available video surveillance. Secure video and photos – take pictures after the incident from several angles without the claimant in the pictures. Take a picture in the direction the claimant was walking.	Discuss the incident with anyone other than company representatives that need the information. Under no circumstances discuss the incident with outside parties unless approved by management.
Complete incident report, evidence chain of custody, refusal of emergency medical transportation or aide, and incident investigation report. Report incident and forward all related documents and evidence to the company's insurance carrier as soon as possible and according to company policy; no matter how slight the injury.	Permit investigators to take pictures at the scene without Supervision and Management approval.
Inform involved parties that a company representative will contact them to follow-up on the incident.	Self-transport or allow another company representative to transport involved parties for medical treatment or elsewhere.
If no injury is apparent as a result of the incident, request that involved parties notify the company if they eventually choose to seek medical attention.	Insist involved parties complete any paperwork if they refuse to comply.

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