Incident Reporting Policy

If a customer, staff member or member of the public is involved in an incident relating to a Facility Pro 4U activity, the following procedure is to be followed:

**Ensure the safety of all individuals involved first and remove or isolate any hazard.**

**Call emergency services immediately if required.**

The incident is to be reported to a Facility Pro supervisor as soon as possible after the incident regardless of how serious the issue is. It is the responsibility of the supervisor to determine whether further action is required.

The supervisor is to immediately inform a Senior Manager of the incident if an accident has occurred where medical attention is required.

All supervisors are responsible for completion of an Incident Report form as soon as possible after managing incident for each incident.

Incident Report forms will be reviewed by the Facility Pro Senior Manager each Monday. A copy of the form must be provided to the injured individual and ensure appropriate action is taken.