

# **INCIDENT MANAGEMENT CHECK-LIST**

## **(Customer Incidents)**

(Please attach this document to the outside of internal GL incident folder)

### **STORE MANAGER**

- Complete incident report form immediately following the incident.
- Collect a statement and contact information from person(s) involved in the incident.
- Collect a statement and contact information from witnesses if available.
- Take photos of the area where the incident occurred.
- Gather and review video as soon as possible and ensure video is saved. Save at least 60 minutes of video before and 30 minutes after from all cameras even if it does not show the incident.
- Collect time punch records and crews schedules for day of incident.
- Collect additional information that might be relevant based on the type of incident.
- Send everything to the incident manager of your organization.

### **INCIDENT MANAGER**

- Review all information provided by the store manager to make sure nothing is missing.
- Follow up with store manager for additional information if needed.
- If the video is not saved by the store manager. Gather and review video as soon as possible and ensure video is saved. Save at least 60 minutes of video before and 30 minutes after from all cameras even if it does not show the incident.
- If the incident appears to be a possible insurance claim as defined by your owner/operator, report it as a claim.
  - Once reported, send all information gathered to the insurance adjuster assigned to your claim.
  - Follow up with the insurance adjuster 1 week after sending to ensure they have everything they need.

If you have any questions regarding incident management, contact [claims@besnardinsurance.com](mailto:claims@besnardinsurance.com)

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