

Accident Support – reporting accidents



Aims

Any accidents in your shop, whether colleague or customer must be reported to Accident Support. This module provides guidance on how to do it.

Learning outcomes

By the end of the session, you will be able to:

- Report accidents to Accident Support
- Know how to take appropriate action to investigate the accident

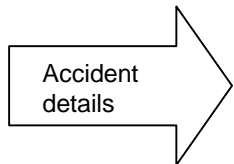


Timing

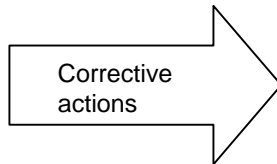
To complete this module will take you no more than 20 minutes

Overview

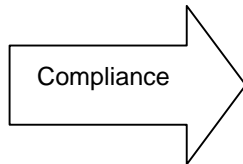
Our journey through this module has a number of steps:



- Accident information is specific



- Appropriate corrective actions are decided upon



- Comply with legal RIDDOR compliance

What does good look like?

- All accidents are reported within 24 hours
- All accidents are entered into the accident book
- All accidents are reported to Accident Support
- All corrective actions are completed within the time scales
- All accident book entries and notifications emails are filed in your core filing system



What do I need to know?



- Any accidents – no matter how small must be reported to Accident Support
- In the event of an accident, your shop must promptly return to a safe trading environment, and any injured person(s) are given appropriate care
- A centrally based safety specialist will support your shop to ensure that a well-documented fact based investigation is undertaken identifying corrective actions to prevent reoccurrence
- Any statutory notification required under RIDDOR regulations will be completed centrally after safety specialist approval
- Calling Accident Support does not prevent the need for you to make an accident book entry

How do I do it?

Calling Accident Support

- The call must be made to Accident Support on 0115 949 4999 within 24 hours of the accident occurring
- The call must be made by either a member of the management team or the person acting in charge for the day. This person will be a point of contact in the event of future enquiries from Boots legal or Boots group safety
- You must ensure that you can give specific information about the accident before calling Accident Support

During the call to Accident Support

- The support line purpose is to centrally record all accident details and provide the necessary accident assistance and advice to you
- The support officer will log all the accident details
- They'll verify that the correct accident causes have been identified and propose corrective actions
- They'll also classify the accident e.g. RIDDOR reportable, no time lost etc

