

# Accident Reporting SOP

SOP / Company Guide

<b>Document Code</b>	DAQ-SOP-HSE-006
<b>Department</b>	Training / Operations
<b>Applies To</b>	All branches, store teams, SSVs, PICs and managers
<b>Prepared For</b>	Darat Al-Qahwa 1970
<b>Review Frequency</b>	Every 6 months or after any major incident

Important: This SOP supports store safety awareness and internal response. It does not replace local authority instructions, official Civil Defense requirements, or professional medical/safety guidance.

## 1. Purpose

To ensure every accident, injury, near miss, unsafe condition, customer incident, product safety incident or equipment-related incident is reported, documented, escalated and corrected in a consistent way.

## 2. Scope

This SOP applies to employees, customers, contractors, delivery drivers and visitors inside or around Darat Al-Qahwa 1970 stores, back-of-house areas, storage spaces and company-managed event locations.

## 3. Definitions

Term	Meaning
Accident	An unplanned event that causes injury, damage, loss, contamination or service disruption.
Near Miss	An unsafe event that could have caused injury or damage but did not.
Unsafe Condition	A hazard such as wet floor, broken equipment, exposed wire, blocked exit or damaged floor.
First Aid Case	An incident requiring basic first aid without hospital treatment.
Serious Incident	Any incident involving serious injury, ambulance, fire, police, Civil Defense, electric shock, major burn, suspected food poisoning or major property damage.

## 4. What Must Be Reported

- Employee or customer injury, even if minor.
- Burns from hot water, steam, ovens, espresso machine or hot drinks.
- Cuts, bleeding, slips, trips, falls or fainting.
- Electric shock, electrical sparks or unsafe equipment.
- Fire, smoke, gas smell or chemical exposure.
- Food safety incidents, foreign object, allergen complaint or suspected food poisoning.
- Damaged equipment, broken glass, flooding, blocked exit or unsafe floor.
- Any near miss that could have caused injury or damage.

## 5. Immediate Response Steps

1. Make the area safe first. Stop service if needed.
2. Provide first aid only within trained ability and call ambulance 997 for serious injury.

3. Inform the PIC / Shift Supervisor immediately.
4. Do not move injured person unless there is immediate danger.
5. Protect customers and employees from the hazard using wet floor sign, barrier or area closure.
6. Preserve evidence: do not throw away broken item, product sample, CCTV time reference or equipment involved unless it creates danger.
7. PIC escalates the incident to Store Manager / Area Manager / Operations / Training as required.
8. Complete the Accident Report Form before the end of the shift.

## 6. Escalation Matrix

Incident Level	Examples	Who to Notify	Timeframe
Low	Small cut, minor burn, near miss with no injury	PIC and Store Manager	Same shift
Medium	Slip/fall, customer complaint with safety risk, equipment damage	Store Manager, Area Manager, Operations	Immediately / within 1 hour
High	Ambulance, serious burn, electric shock, fire/smoke, suspected food poisoning	Area Manager, Operations Manager, HR, Senior Management	Immediately
Authority Required	Fire, major injury, crime/security threat, Civil Defense instruction	Emergency services + company management	Immediately

## 7. Information Required in Every Report

- Branch name and exact location inside the store.
- Date and time of incident.
- Name and contact details of involved person, when available.
- Employee/customer/contractor/visitor classification.
- Clear description of what happened.
- Injury or damage details.
- Witness names.
- Photos if safe and appropriate.
- Immediate action taken.
- Root cause and corrective action.

## 8. Do and Do Not

Do	Do Not
Stay calm and support the injured person.	Do not blame or argue with the injured person.
Call emergency services for serious cases.	Do not delay medical support to protect sales/service.
Record facts only.	Do not guess the cause or write opinions as facts.
Keep report confidential.	Do not share photos or details on social media or with unauthorized people.
Fix the hazard or isolate the area.	Do not reopen unsafe equipment or area without approval.

## 9. Evidence Handling

- Take photos of the area only when safe and respectful.
- Keep defective equipment or broken part aside with a label: Do Not Use.
- Keep product batch/label/expiry details for food safety incidents.
- Record CCTV time range for management review if applicable.
- Do not delete or edit incident photos or report data.

## 10. Accident Report Form

Field	Details
Branch / Location	
Date & Time	
Reported By	
Person Involved	Employee / Customer / Contractor / Visitor
Contact Details	
Incident Type	Injury / Near Miss / Equipment / Fire / Food Safety / Security / Other
Exact Location	Bar / Counter / BOH / Seating / Restroom / Entrance / Other
Description of Incident	
Injury / Damage Details	
First Aid Given	Yes / No - Details:
Emergency Services Called	Yes / No - Number Called:
Witness Names	
Photos / Evidence Collected	Yes / No - Details:
Immediate Action Taken	
Root Cause	
Corrective Action	
Reported To	
Completed By / Signature	

## 11. Near Miss Report Form

Field	Details
Branch / Area	
Date & Time	
Hazard / Near Miss Description	
Potential Risk	
Immediate Action Taken	
Corrective Action Required	
Responsible Person	
Target Completion Date	
Closed By	

## 12. Monthly Accident Log

Date	Branch	Incident Type	Person Involved	Level	Corrective Action	Closed?

## 13. Corrective Action Follow-Up

9. PIC reports the issue and applies immediate control.
10. Store Manager reviews root cause and assigns corrective action.
11. Area Manager or Operations verifies closure for medium/high incidents.
12. Training team updates training material if the incident shows a knowledge gap.
13. Repeat incidents must be reviewed as operational risk, not treated as normal.

## 14. Retention and Confidentiality

- Accident reports must be stored securely by management.
- Personal information must be shared only with authorized people.
- Reports should be retained according to company policy and local legal requirements.
- Incident learnings may be shared for training without exposing personal/private details.