

FIRST AID GUIDE

First Aid Kit, Emergency Response & Pharmacy Refill List

Document Title	First Aid Guide & Pharmacy Refill List	Department	Training / Operations
Company	Darat Al-Qahwa 1970	Document Type	SOP / Company Guide
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Prepared By	Training Manager	Approved By	CEO-Operation Director

Purpose: This guide helps store teams respond quickly and safely to common workplace incidents until professional medical help arrives. It also defines the first aid kit items, pharmacy refill process, monthly checklist, and incident reporting standards.

Important: This document is for basic first aid guidance only. It does not replace professional medical care, certified first aid training, or local legal requirements.



دارة القهوة
Darat al-Qahwa
THE HOUSE OF COFFEE
— 1970 —

First Aid Guide

Darat al-Qahwa 1970

STERILE GAUZE PADS
10 PADS
7.5 cm x 7.5 cm

ADHESIVE BANDAGES
40 STRIPS

ANTISEPTIC SOLUTION
100 ml

PREPARE

RESPOND

PROTECT

STAY SAFE

Safety First,
Coffee Always

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1. Purpose

To provide Darat Al-Qahwa 1970 store teams with a clear and practical first aid guide for responding to minor injuries, emergencies, and health-related incidents inside the store.

- Protect employees, customers, visitors, and contractors.
- Ensure first aid supplies are available, clean, and within expiry date.
- Support quick escalation to emergency services when required.
- Standardize reporting and follow-up after any first aid incident.

2. Scope

This guide applies to all Darat Al-Qahwa 1970 stores, kiosks, production areas, training rooms, and company-operated work locations. It covers employees, customers, visitors, suppliers, and contractors while on company premises.

3. Key Emergency Numbers - Saudi Arabia

Emergency Service	Number	When to Use
Unified Emergency Number	911	Major emergencies, especially in Makkah Region including Jeddah.
Ambulance / Saudi Red Crescent	997	Medical emergency, serious injury, chest pain, unconscious person, severe burn, heavy bleeding.
Civil Defense	998	Fire, smoke, gas leak, rescue situation.
Police / Security Patrols	999	Security threats, assault, serious public safety issue.
Traffic Police	993	Road or traffic accidents.
Road Security	996	Highway incidents.

Store must display emergency numbers near the first aid box, cashier area, back office, and staff notice board.

4. Roles and Responsibilities

Role	Responsibility
Store Manager / PIC	Ensure the first aid box is available, complete, accessible, and checked monthly. Call emergency services when needed and report incidents.
Shift Supervisor	Lead the first response during the shift, control the area, support the injured person, and complete incident documentation.
First Aid Trained Employee	Provide basic first aid within training level and avoid actions outside their competency.
All Employees	Report hazards, injuries, low stock, missing items, or expired first aid supplies immediately.
Training / Operations Team	Review guide, train stores, audit compliance, and update document when required.

5. General First Aid Rules

- Stay calm and assess the situation before acting.
- Protect yourself first; wear disposable gloves before touching blood or body fluids.
- Do not move an injured person unless there is immediate danger such as fire, smoke, or electrical hazard.
- Do not give food, drinks, or medication to an injured or unwell person unless directed by professional medical support.
- Do not apply creams, oils, butter, coffee, toothpaste, or home remedies on burns or wounds.
- Call emergency services immediately for serious conditions.
- Record every first aid case using the First Aid Incident Report Form.
- Dispose of used first aid materials safely and wash hands after the response.

6. Emergency Response Steps

Step	Action	Owner
1	Stop work in the affected area and make the area safe.	PIC / SSV
2	Check the injured person and identify the type of incident.	Trained employee / PIC
3	Call 997 or 911 immediately if serious.	PIC / Any employee
4	Provide basic first aid only within training level.	Trained employee
5	Keep the person comfortable and monitored until help arrives.	PIC / Team
6	Inform Operations / HR according to company reporting process.	Store Manager
7	Complete First Aid Incident Report Form before end of shift.	PIC / Store Manager
8	Refill used items and update the first aid checklist.	PIC / Store Manager

7. Common Café Injuries and First Aid Actions

Cuts and Bleeding

First Aid Action: Wear gloves. Apply gentle direct pressure with sterile gauze. Raise the injured area if possible. Cover with clean dressing. Call 997 if bleeding is heavy, does not stop, or the cut is deep.

Avoid: Do not touch blood without gloves. Do not remove embedded objects. Do not use dirty cloth or tissue inside wounds.

Minor Burns from Hot Water, Steam, Milk, Coffee, Oven, or Machine

First Aid Action: Cool the burn under clean running cool water for at least 20 minutes. Remove jewelry or tight items near the burn if easy. Cover with sterile non-stick burn dressing.

Avoid: Do not use ice, butter, toothpaste, coffee, oil, or creams. Do not break blisters.

Slips, Trips, and Falls

First Aid Action: Check for pain, swelling, bleeding, or difficulty moving. Use cold pack for minor swelling. Keep area safe and dry. Call 997 if head injury, severe pain, suspected fracture, or unconsciousness.

Avoid: Do not force the person to stand. Do not move them if neck/back injury is suspected.

Choking

First Aid Action: Ask if the person can cough or speak. If severe choking and trained, perform abdominal thrusts. Call 997/911. Continue until object is removed or help arrives.

Avoid: Do not hit the back blindly if the person can cough strongly. Do not place fingers in mouth unless object is clearly visible and easy to remove.

Electric Shock

First Aid Action: Switch off power source if safe. Do not touch the person while electricity is active. Call 997/911. Begin CPR only if trained and if the area is safe.

Avoid: Do not approach wet electrical areas. Do not use metal tools.

Fainting / Dizziness

First Aid Action: Help the person sit or lie down. Loosen tight clothing. Keep area ventilated. Monitor breathing. Call 997 if unconscious, chest pain, repeated fainting, or slow recovery.

Avoid: Do not give drinks while unconscious or confused. Do not crowd the person.

Allergic Reaction

First Aid Action: Ask if the person has known allergy or prescribed emergency medication. Call 997 immediately if breathing difficulty, swelling of face/lips/tongue, or severe rash.

Avoid: Store staff must not provide allergy tablets or medication unless company policy allows and medical direction is given.

Eye Injury / Chemical Splash

First Aid Action: Rinse eye gently using sterile saline or clean running water. Continue flushing and call medical support for chemical exposure or severe pain.

Avoid: Do not rub the eye. Do not remove embedded objects. Do not apply drops unless prescribed.

Heat Stress / Overheating

First Aid Action: Move person to cooler area, let them rest, provide air circulation, and cool with damp cloth if appropriate. Call 997 if confusion, fainting, high temperature, or worsening condition.

Avoid: Do not continue work. Do not give caffeine or very cold shock treatments.

8. First Aid Kit Requirements

Every store must have at least one clean, clearly labeled, accessible first aid box. The box must be located in a known area and must not be locked in a way that delays emergency response.

- Keep first aid box away from heat, steam, coffee machines, chemicals, and direct sunlight.
- Use only clean and sealed items from the box.
- Replace any item after use, damage, contamination, or expiry.
- Do not store personal medicine inside the company first aid box.

9. When the Store Needs Items from the Pharmacy

The store must request or purchase first aid supplies from the pharmacy when any of the following conditions apply:

- Any first aid item is used and the remaining quantity is low.
- Any item is expired or will expire within the next 30 days.
- The first aid kit monthly checklist shows missing required items.
- A new store opening, kiosk setup, or training location requires a first aid box.
- After any incident where multiple items were used.
- If any item is contaminated, damaged, wet, open, dirty, or no longer safe to use.
- If the first aid box itself is broken, dirty, missing, or not clearly labeled.

Refill timing: urgent missing safety-critical items should be replaced immediately. Non-urgent low-stock items should be requested within 24 hours and completed before the next monthly checklist.

10. Pharmacy Purchase / Refill List

No.	Item	Minimum Qty / Store	Use	Refill Trigger
1	Sterile Gauze Pads	2 packs	Cover wounds / bleeding	1 pack remaining or opened/contaminated
2	Adhesive Bandages / Plasters - assorted sizes	1 box	Small cuts	Less than 25% remaining
3	Medical Adhesive Tape	2 rolls	Secure dressings	1 roll remaining
4	Elastic Bandage	2 pcs	Minor sprain support	Used, dirty, loose, or damaged
5	Antiseptic Wipes	1 box	Clean minor skin area around wounds	Less than 25% remaining or expired
6	Sterile Saline Solution	2 bottles	Wound or eye rinsing	1 bottle remaining, opened, or expired
7	Burn Gel Sachets	1 box	Minor burns after cooling	Less than 25% remaining or expired
8	Sterile Burn Dressing	2 pcs	Larger minor burns	1 pc remaining or used
9	Disposable Nitrile Gloves	1 box	Body fluid protection	Less than 25% remaining
10	Small Blunt-Tip Scissors	1 pc	Cut tape/bandage	Missing, rusty, or damaged
11	Tweezers	1 pc	Small splinters only	Missing, dirty, or damaged
12	Instant Cold Pack	2 pcs	Swelling / minor injury	1 pc remaining or used
13	Eye Wash Solution	2 bottles	Eye irritation / rinse	1 bottle remaining, opened, or expired
14	CPR Face Shield	1-2 pcs	CPR barrier if trained	Used, damaged, or missing
15	Hand Sanitizer	1 bottle	Hand hygiene	Less than 25% remaining
16	Digital Thermometer	1 pc	Temperature check	Missing, damaged, or battery low
17	Cotton Pads	1 pack	Cleaning around wound area	Less than 25% remaining
18	Waste Disposal Bags	1 pack	Dispose used first aid materials	Less than 25% remaining
19	First Aid Instruction Card	1 copy	Quick reference	Missing or damaged
20	First Aid Box - labeled	1 pc	Store all first aid items	Broken, dirty, or missing

Medication Control: Store employees must not provide oral medicines or personal medications to customers or employees. This includes painkillers, antibiotics, allergy tablets, creams, eye drops, or any prescription item, unless specifically approved by company policy and legal requirements.

11. Storage, Inspection, and Expiry Control

- Monthly inspection must be completed by the Store Manager or PIC.
- Expiry dates must be checked and recorded. Items expiring within 30 days should be replaced.
- Used or opened single-use items must be discarded and replaced.
- The first aid box must be clean, dry, sealed where applicable, and easy to access.
- First aid kit checklist must be signed and kept in the store file or DAQ Library as required.

12. Monthly First Aid Kit Checklist

Store Name: _____ Month: _____ Checked By: _____ Date: ____ / ____ / ____

Item	Required Qty	Available Qty	Expiry Date	Status OK?	Action Required
Sterile Gauze Pads	2 packs			Yes / No	
Adhesive Bandages / Plasters - assorted sizes	1 box			Yes / No	
Medical Adhesive Tape	2 rolls			Yes / No	
Elastic Bandage	2 pcs			Yes / No	
Antiseptic Wipes	1 box			Yes / No	
Sterile Saline Solution	2 bottles			Yes / No	
Burn Gel Sachets	1 box			Yes / No	
Sterile Burn Dressing	2 pcs			Yes / No	
Disposable Nitrile Gloves	1 box			Yes / No	
Small Blunt-Tip Scissors	1 pc			Yes / No	
Tweezers	1 pc			Yes / No	
Instant Cold Pack	2 pcs			Yes / No	
Eye Wash Solution	2 bottles			Yes / No	
CPR Face Shield	1-2 pcs			Yes / No	
Hand Sanitizer	1 bottle			Yes / No	
Digital Thermometer	1 pc			Yes / No	
Cotton Pads	1 pack			Yes / No	
Waste Disposal Bags	1 pack			Yes / No	
First Aid Instruction Card	1 copy			Yes / No	
First Aid Box - labeled	1 pc			Yes / No	

PIC Signature: _____ Store Manager Signature: _____

13. First Aid Incident Report Form

Store Name		Date	
Time		Reported By	
Injured Person Name		Employee / Customer / Visitor	
Contact Number		Department / Position	
Incident Type	Cut / Burn / Fall / Choking / Other	Emergency Called?	Yes / No
Emergency Number Called	911 / 997 / 998 / Other	Time Called	
Description of Incident			
First Aid Provided			
Items Used from First Aid Kit			
Corrective Action / Follow Up			

Witness Name: _____ PIC Signature: _____ Operations / HR Notified: Yes / No

14. Training Requirements

- All employees must know the location of the first aid kit and emergency contact sheet.
- Store Managers and Shift Supervisors should receive first aid awareness training during onboarding and refreshers.
- At least one employee per shift should be nominated for certified first aid training where possible.
- First aid scenarios should be included in store safety briefings: burns, cuts, slips/falls, choking, and emergency calling.
- Training records must be kept in the company training system or store training file.

15. Store Emergency Contact Sheet

Store Name	
Store Address / Landmark	
Nearest Hospital / Clinic	
Store Manager Name & Mobile	
Area Manager Name & Mobile	
Maintenance / Facility Contact	
Security / Mall Management Contact	
Emergency Meeting Point	

Display a completed copy near the first aid box and staff notice board.

Review & Revision

- This document should be reviewed at least annually or whenever company procedures, labor requirements, or operational needs change.
- Any update must be approved by management before implementation.

Review & Revision		
Training Manager	HR / Operations	Operation Director
Mahmoud Hamdy	24-MAY-2026	