



Risk Management

Customer Incident Checklist

If Customer is Injured:

- Attend to Customer. Show true concern for the Customer
- **DO NOT ADMIT FAULT OR LIABILITY. Do not try to solve the issue yourself.**
- Administer First Aid if needed, Call 911 if needed
- Notify Store Manager/Supervisor Immediately
- Take Photos of the area and incident
- Complete the Customer Incident Report on the FR Risk Management Website and upload photos
- Obtain any witness statements
- Immediately correct any unsafe condition at the incident site

If Damage is done to a Customer Vehicle:

- **DO NOT ADMIT FAULT OR LIABILITY**
- Take Photos of the area and damage to the vehicle
- Obtain Witness statements, if any
- Complete the Customer Incident Report on the FR Risk Management Website and upload photos
- Notify Store Manager/Supervisor Immediately
- Advise Customer to obtain 2 estimates and send/bring them to the store
- Send estimates to the Corporate Office
- Immediately correct any unsafe condition or act at the incident site