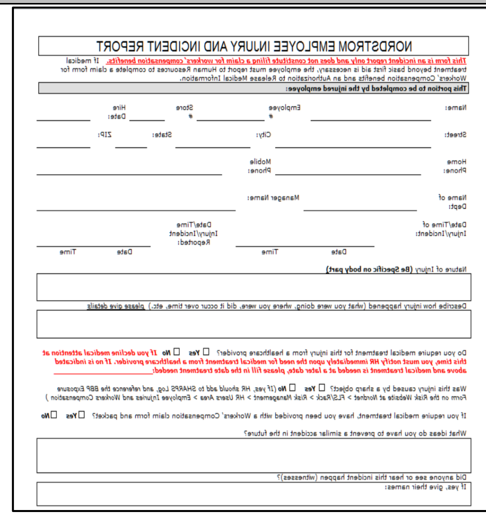
DEPARTMENT MANAGER EMPLOYEE INCIDENT/INJURY JOB AID - MANHATTAN

Step 1: Assist Employee with Reporting and Assessing Injury

- *NOTE: if the injury is serious, delay the paperwork and root cause discussion with the employee until after they receive immediate care*
- Manager and employee complete the online Employee Incident and Injury Report; focus on the Employee portion of the form (top portion) get feedback from the employee on what happened and why.
- Assess whether medical treatment is needed:
  - *No treatment needed*: if the employee feels they do NOT need medical attention, retrain the employee on the unsafe behavior identified
  - *Unsure if treatment is needed:* if the employee is not sure if they need medical attention, go to step 2
  - *Employee wants medical treatment:* bring the employee to HR to complete the remainder of the Injury Packet. If HR is not available, review the Injury Packet with the employee (Injury Packets are located in HR as well as in the Manager HUB)

Tools/Resources

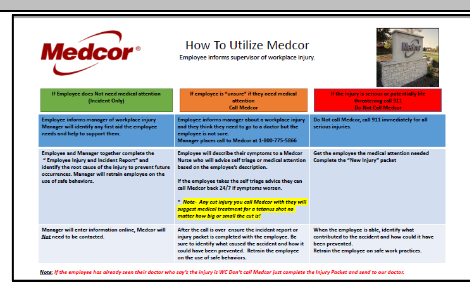


Nordnet Risk Management: Incident Report
https://incidentreporting

Or: Incident Report: **click here for the paper form**

Step 2: Utilize Medcor Triage Line to determine if medical treatment is needed

- If the employee thinks they may need medical attention, but are not sure, offer the Medcor Nurse Triage line at **1-844-871-8630**
- Medcor will talk privately with the employee and will follow up with the Manager with recommendations that will be faxed to HR
- After the call has ended with Medcor, ensure the employee understands the triage advice
- Reminder that Medcor is “advise only”; ultimately it is the employee’s choice whether or not to seek medical treatment
- If the employee decides to seek medical treatment, move to Step 3
- If the employee does not need medical treatment, move to Step 4



Medcor Steps

Step 3: If Employee Needs Medical Treatment

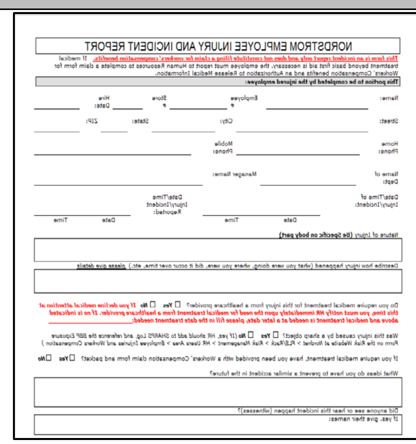
- If HR is available, walk the employee to HR to complete the remainder of the injury packet. If HR is not available, review the Injury Packet with the employee.
- Use the Checklist to ensure that all forms are completed. Scan all completed paperwork to "Risk Claims" email distribution: riskclaimsmb@nordstrom.com
- Refer employee to the medical clinic (***Tower and Men's Store: City MD; 315 West 57th Street; 212 315-2330***); if employee would like to go to their own physician, they have the right to do so

- ***Note***- *Employee will be paid for the day they are injured and sent to the clinic. Follow-up appointments must be made when employee is NOT scheduled to work. Advise employee to report back to HR after each visit with their updated medical status and work restrictions.*

Injury Packet: In HR or the Manager HUB

Step 4: Complete Incident Investigation

- OSHA Requires that each injury is investigated, corrections made, and findings documented - complete investigation, paying special attention to identifying a root cause and what solution will prevent future occurrences,
- Investigation tips:
  - Keep asking the question "why" until all obstacles to safe behavior have been removed.
  - Was there a standard/procedure in place? If so, was the employee aware and trained? Was the employee rushing or taking a shortcut? If so why? If box or tote is involved, how heavy was it? Was the employee using PPE: If so, what?
  - Take photos of item that was involved in the incident (totes, box, box cutter, cart); take a picture from up close and at a distance to show perspective;
  - Gather any witness names and their statements, if available;
  - determine if you need further clarification using potential video from LP
- Enter the Accident information into Nordnet (Manager section)



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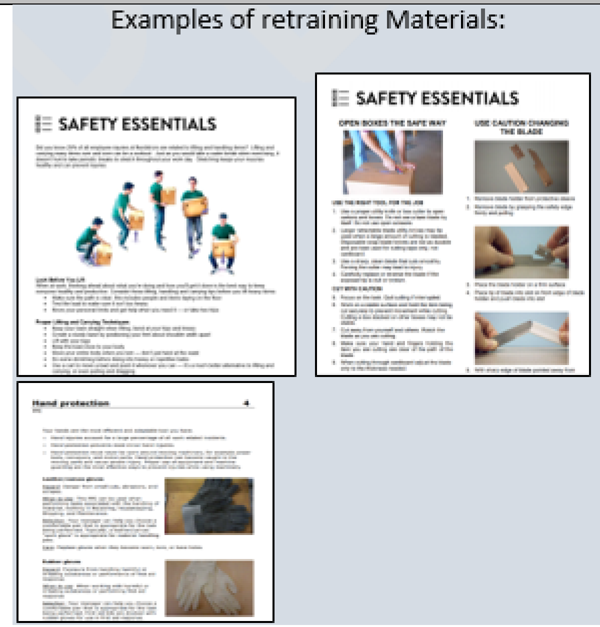
Step 5: Complete prevention action steps

Identifying the cause of an injury is not enough; you must then work to prevent another injury by making a change. What will this knowledge encourage you to do? Training and coaching are typically needed to prevent a similar injury. Do whatever it takes.

- Identify any follow up prevention that may be necessary
- Retrain the employee on the unsafe behavior that cause the incident, if any
- Communicate globally to the team to prevent similar incidents, if needed
- Share information with Store Manager and HR Manager

Additional Safety information can be found on the Risk Management Nordnet site: https://intranet/depts/risk/Pages/default.aspx



Step 6: If Employee Has Restrictions, Support Transitional Work and Work Accommodations

- If the employee has work restrictions, identify appropriate transitional work within the restrictions provided by the physician
- Verbally offer work, according to the doctor's work restrictions, to the employee, for the following day, even if they are scheduled off. If you cannot get in touch with the employee, leave a message; (Follow up with the Modified Duty Offer Letter found here.)
- If you cannot offer work in the same department, try your best to keep the employee working, somewhere productive, within their work restrictions.
  Offer full hours in the employee's home department if possible. Try to keep selling employees in selling positions to avoid wage loss.
- If the employee states she/he has restrictions, but you do not have the work status / work restrictions:
  · You can ask the employee to provide it to you
  · You can call the clinic and ask for a copy to be faxed to you
- HR will track employees on modified work, and work with Risk Management on status updates (Accommodation Log)
- Managers must support modified work and help ensure employees are not asked to work outside of their restrictions