



AMAAZIA

AM-007-DM-1

**GUEST/STAFF INJURY POLICY & PROCEDURE**

VERSION APR17

Amaazia park during its operation has to ensure that every guest or staff will be well looked after in the event of an accident, no matter how minor or major. The purpose of the Policy is to: provide effective, safe First Aid cover for guest and staff, also ensure that all staff are aware of the procedures in place for any casualty who has sustained injury is given first aid and if required, is sent or referred to hospital immediately to be assessed by professionals; ensure that any incident requiring first aid treatment (other than minor cuts and grazes) to staff/guests is reported only to Operations Manager/Security Supervisor, in discreet manner.

It is advised to all staff members not to gossip/spread info of any particular incidence within or outside premises and should be handled strictly as per policy. Any damage to company reputation would be viewed seriously and strict action shall be taken.

**Amaazia quest/staff injury protocol steps:**

- A. Incidence to be brought into notice of Security supervisor/Ops Manager. GRE to assist guest to First aid center. Nurse shall only do first aid.
- B. Nurse shall not leave park premises during operational hour . Security to do a parallel investigation .
- C. No other staff shall give any kind of statement or opinion to guest and only nurse shall decide if or not to send the guest to hospital.
- D. In case of the scenario of taking the guest/staff to hospital for : minor injury accounts shall issue Rs.2000 & for Critical Rs4000 in immediate basis. On absence of any person from accounts for more than 10min, same shall be issued from petty cash of operations department with signature of supervisor/manager.
- E. Proper bill has to be submitted later to accounts.
- F. Amaazia shall bear only the expense of local within city transport and initiate the first step treatment in the hospital as a courtesy gesture.
- G. On crowd below 700pax, operations supervisor shall allot 1 staff to transport guest to hospital, on park crowd above 700pax, HR executive shall co-ordinate and any 1 person from accounts/sales/ or company driver has to go with immediate response without wasting time.
- H. Depending on type of health issue and recommended by nurse, guest shall be taken only to 1 of the below three hospital:

Prepared by:.....[Debaloy M.]

Reviewed by:.....[Prasanna G.]

Approved by:.....[Manoj M.]



AMAazia

AM-007-DM-1

## GUEST/STAFF INJURY POLICY & PROCEDURE

VERSION APR17

### First aid

includes but is not limited to: cleaning minor cuts, scrapes or scratches; treating a minor burn, applying bandages and/or dressings, cold compress, cold pack, ice bag, splint, changing a bandage or a dressing after a followup observation visit and any follow-up for observation purposes only.

### Medical aid

includes services requiring the professional skills of a health care practitioner (i.e. a doctor, nurse, chiropractor or physiotherapist), services provided at hospitals and health facilities and prescription drugs.

All the staff should be aware of the support available and the procedures to be followed as per above procedures.

Prepared by:.....[Debaloy M.]

Reviewed by:.....[Prasanna G.]

Approved by:.....[Manoj M.]



AMAAZIA

AM-007-DM-1

## GUEST/STAFF INJURY POLICY &amp; PROCEDURE

VERSION APR17

Hospital Name	Dr. Name	Specialist	Hospital Contact No	Address	Remark
Navin Orthopaedic & Trauma Center	Dr. Paresch Patel	Ortho	0261-2531616, 2531717	Nr. Ayurvedic College, Lal Darwaja road, Opp. NO GYNO Railway station, Surat	
Unity Hospital Multi Speciality	Dr. Amit Patel Dr. Shailesh Mishra Dr. Samir Gami Dr. Paras Ray De. Bhadresh Mangukiya	Ortho Ortho Chest Physician General Physician Neuro Physician (Spine & Brain)	0261-2607000, +91 7575060604, +91 7575060605	Ground floor, Plot No. N/4, Janki Park Housing Society, Aai Mata Road, Magob, Surat-395010, Gujarat , India	* No Gynecologist
Nirmal Hospital	Dr. Nirmal Choracia	multi specialist	(+91) (0261) 2333999, 2331999,4089999	Nirmal Hospital Pvt. Ltd. Ring Road, Surat-395002 Gujarat.(India)	GYNO AVAILABLE

Prepared by:.....[Debaloy M.]

Reviewed by:.....[Prasanna G.]

Approved by:.....[Manoj M.]





AMAAZIA

AM-007-DM-1

## GUEST/STAFF INJURY POLICY & PROCEDURE

VERSION APR17

### Definitions:

#### *Critical injury*

defined under the Occupational Health and Safety Act and Regulations, as an injury of a serious nature that,

- a. places life in jeopardy;
- b. produces unconsciousness;
- c. results in substantial loss of blood;
- d. involves the fracture of a leg or arm but not a finger or toe;
- e. involves the amputation of a leg, arm, hand or foot but not a finger or toe;
- f. consists of burns to a major portion (i.e.>10%) of the body; or
- g. causes the loss of sight in an eye.

Prepared by:.....[Debaloy M.]

Reviewed by:.....[Prasanna G.]

Approved by:.....[Manoj M.]