

Merchco Services, Inc.

Human Resource Policy & Procedures

Work Related Injuries

A General Note – It is **mandatory** that **every** Merchco Services employee follow the instructions detailed below.

Policy –

- All Merchco Services employees are **required, without fail** to have their safety card with them at all times. It is mandatory that this is kept in the employee's toolbox or wallet. If you do not have a safety card, you may request one from your Account Manager or from the Human Resources Manager and one will be sent to your home address.
- Along with the safety card, employees should have the latest "First Report of Injury Report" and Incident Report. You may print a few copies of the report and place the document in your toolbox.

Process –

- If an employee is injured at work, whether or not medical treatment is required, a "First Report of Injury" and Incident Report must be filled out by the supervisor and submitted to Human Resources within 24 hours. Please make sure to fill in all applicable information to prevent reporting delays.
- If treatment is required, the supervisor, or when working alone, the injured must call (888) 879-8813 during Business Hours, if after hours please call (210) 313-7391 IMMEDIATELY and speak to the Human Resources Manager. If you are unable to get in contact with the Human Resources Manager, contact an Account Manager.
- The Human Resources Manager/Account Manager will set up an appointment at a nearby medical facility, depending on the severity of the injury an Urgent Care would be the primary and an Emergency Room would be secondary and need approval by Human Resources or Account Manager.
- The supervisor will provide or coordinate transportation to the medical facility and notify the appropriate person that Merchco requires a five-panel drug test and alcohol screen. Instruct the same person to email the test results, along with an invoice for payment, and Work Status Report to confidential Human Resources email (hrmanager@merchcoservices.com).
- A 5-panel drug screen **must** be administered anytime an employee is injured and/or there is property damage involved. The results must be faxed to 1 (800) 233-4097 by the facility performing the test. If the location performing the initial medical treatment does not perform 5-panel drug screens, then a local provider can be found by contacting the Human Resources

Manager.

- The supervisor **MUST** submit a copy of the First Report of Injury Report (confidential) to the Human Resources e-mail (hrmanager@merchcoservices.com) within 24 hours, along with any documents from the medical facility within 24 hours of the incident.
- The “First Report of Injury” must be completed with Physician/Hospital/witnesses information along with any documentation concerning treatment from the medical provider and submitted to Human Resources within 24 hours.
- If the injured employee is required to take any time off due to the injury, a doctor’s excuse must be submitted to Human Resources within 24 hours. Under no circumstances may an employee return to work when excused by a doctor, without a release from a doctor. An injured employee must submit, when excused by a doctor, without any lapse of time, a continued doctor’s excuse or a full release to work.

PLEASE PRINT THESE INSTRUCTIONS AND THE FIRST REPORT OF INJURY REPORT, AND INCIDENT REPORT AND KEEP THEM IN YOUR TOOLBOX.