

Emergency Policies and Procedures

1. Purpose

To establish standardized procedures for employees and independent contractors of **INTEGRATED TRANSPORT AND LOGISTICS SERVICES LLC DBA: ITL SERVICES** when responding to workplace accidents, slips, falls, injuries, vehicle-related incidents, and other emergency or non-emergency situations.

This policy ensures compliance with:

- State of Florida workplace health and safety expectations
- Department of Transportation (DOT) safety requirements
- Occupational Safety and Health Administration (OSHA) standards
- Commercial transportation and logistics industry regulations
- Workers' compensation reporting requirements
- ITL SERVICES internal safety and operational protocols

when responding to consumer slips, falls, injuries, and other non-emergency or emergency incidents.

This policy ensures compliance with:

- State of Florida health and safety expectations
- **Agency for Persons with Disabilities (APD)** requirements for incident reporting and consumer safety
- **Agency for Health Care Administration (AHCA)** standards for care providers
- **Medicaid** service requirements
- ITL SERVICES's internal safety protocols

2. Scope

This policy applies to all employees and independent contractors of **INTEGRATED TRANSPORT AND LOGISTICS SERVICES LLC DBA: ITL SERVICES**, including:

- Drivers and Transportation Personnel
- Warehouse and Logistics Staff
- Dispatchers and Coordinators
- Supervisors and Managers
- Administrative Personnel

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- Contracted Service Providers

This policy applies to all company operations, including:

- Transportation activities
 - Warehouse operations
 - Loading and unloading activities
 - Office facilities
 - Customer delivery locations
 - Company vehicles and equipment
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3. Definitions

Minor Incident

- Minor cuts, scrapes, bruises, or strains
- Employee remains alert and able to work
- No significant damage to equipment or property
- No loss of mobility or function

Moderate Incident

- Sprains, deeper cuts, moderate bleeding
- Slip or fall with discomfort or minor injury
- Minor vehicle accident without major injury

Temporary limitation in movement or job duties

Severe Incident / Emergency

- Major vehicle accident
- Unconsciousness or unresponsiveness
- Difficulty breathing
- Severe bleeding
- Suspected fracture or head injury
- Fire, hazardous material exposure, or equipment failure
- Any incident requiring Emergency Medical Services (EMS) or law enforcement

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First Aid

Immediate care for minor injuries using approved training methods and available first aid supplies.

CPR & AED

Cardiopulmonary resuscitation and use of an automated external defibrillator performed only by certified employees or contractors.

4. Policy Statements

4.1 Employee Safety

Employees and independent contractors must prioritize workplace safety and act within the scope of their training while maintaining professionalism and confidentiality.

4.2 Authorized Medical Response

Employees and independent contractors may provide **First Aid, CPR, and AED assistance** only if they hold **current certification** recognized by applicable Florida and OSHA standards.

4.3 Mandatory Reporting

All workplace incidents, injuries, vehicle accidents, and safety hazards must be reported according to OSHA, DOT, workers' compensation, and ITL SERVICES reporting requirements.

4.4 No Medical Diagnosis

Employees and independent contractors may not diagnose injuries or provide medical opinions beyond their level of training.

5. Procedure – Slips, Falls, and Injuries

5.1 Immediate Response Protocol (All Incidents)

1. Ensure scene safety.
 - Remove hazards when possible.
 - Secure vehicles, equipment, or cargo.
 - Protect employees and the public from additional harm.
2. Do NOT move an injured person unless there is immediate danger.
 - Examples: fire, fuel leak, collapsing equipment, traffic hazard.
3. Assess the individual's condition:

- Are they alert?
 - Are they breathing normally?
 - Are they bleeding?
 - Can they communicate?
 - Are they in pain?
4. Stay calm and provide reassurance.
 5. Follow the appropriate procedure based on the severity of the incident.
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6. Procedures by Severity

6.1 Minor Incidents

Examples:

- Minor cuts or bruises
- Small strains
- Minor slips without injury
- Small equipment-related injuries

Employee Actions

- Report the incident to a supervisor.
- Move to a safe location if needed.
- Provide basic first aid if certified:
 - Clean minor wounds
 - Apply bandages
 - Use ice packs when appropriate
- Document the incident in the company incident report log.

Notifications

- Notify supervisor before the end of the shift.
- Submit internal [incident report](#) within 24 hours or according to company policy.

6.2 Moderate Incidents

Examples:

- Sprains
- Moderate bleeding
- Falls causing pain or dizziness
- Minor vehicle accidents
- Loading/unloading injuries

Employee/Independent Contractor Actions

- Do not move the injured person unless necessary.
- Conduct a basic assessment of alertness, pain, and mobility.
- Provide **First Aid if trained and appropriate:**
 - Apply pressure to bleeding
 - Apply ice or support injured areas
- Monitor for worsening symptoms.

Notifications

- Notify supervisor **immediately**.
 - Determine whether non-emergency medical care is required.
 - Submit [incident report](#) according to OSHA and company timelines (within 1 hour).
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6.3 Severe Incidents / Emergencies

Examples:

- Serious vehicle accidents
- Unconsciousness
- Severe bleeding
- Difficulty breathing
- Suspected fractures or head injuries
- Hazardous material incidents
- Fire or major equipment malfunction

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Employee/Independent Contractor Actions

1. Call 911 immediately.
2. Begin CPR or AED use ONLY if:
 - The person is unresponsive
 - Not breathing or gasping
 - No pulse is detected
 - The responder is currently CPR/AED certified
3. Do NOT provide food or drink.
4. Do NOT move the injured person unless the scene is unsafe.
5. Continue care until emergency responders arrive.

Notifications

- Notify supervisor and management **immediately after calling 911.**
- Complete all required **OSHA, DOT, workers' compensation, and company incident reports** within required timelines.
- Cooperate with emergency responders and investigators.

7. Documentation Requirements

All incidents must include:

- Date, time, and location
- Description of the incident
- Employees or contractors involved
- Witness statements (if any)
- Actions taken
- Notifications made
- Injuries or damages sustained
- Final outcome

Documentation must be completed **before the end of the employee's or contractor's shift** unless emergency circumstances reasonably delay reporting.

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8. Training Requirements

All employees and independent contractors must:

- Maintain current First Aid, CPR, and AED certification if required by job duties
- Participate in workplace safety and incident response training
- Complete OSHA and DOT safety training as applicable

Review ITL SERVICES safety policies annually

9. Follow-Up Procedures

Supervisors and management must:

- Review all incident reports for accuracy and completeness
 - Determine whether retraining or corrective action is necessary
 - Ensure OSHA, DOT, and workers' compensation reporting deadlines are met
 - Follow up with injured employees regarding recovery and return-to-work procedures
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10. Prohibited Actions

Employees and independent contractors may NOT:

- Diagnose injuries or provide medical opinions
 - Fail to report workplace incidents or hazards
 - Perform CPR/AED without proper certification unless acting in “[good faith](#)” during an emergency
 - Move seriously injured individuals unless immediate danger exists
 - Operate unsafe equipment or vehicles
 - Use unsafe handling or loading procedures
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11. Quality Assurance

ITL SERVICES will:

- Conduct periodic reviews of incident and safety data
- Update procedures based on regulatory and operational changes
- Provide ongoing safety training and refresher courses
- Monitor employee and contractor compliance with safety standards

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12. Acknowledgment

I have received, read, and understand the Workplace Accident, Injury, and Emergency Response Policy and Procedures of **INTEGRATED TRANSPORT AND LOGISTICS SERVICES LLC DBA: ITL SERVICES**. I acknowledge that I am responsible for complying with all related company safety policies and procedures.