

Billy Geltmaker

From: Billy Geltmaker
Sent: Tuesday, January 9, 2018 10:37 AM
To: Brandywine 14 Theatre; Northgate 14 Theatre; Blankenbaker 16 Theatre; Howell 14 Theatre; Riverview 14 Theatre; craign@xscapetheatres.com; alecm@xscapetheatres.com; DanielS@XscapeTheatres.com; Sonia Kniesler; renaev@xscapetheatres.com
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Subject: SOP - Incident Reporting Procedures Revised 1.9.18

See below revised SOP for Incident Reporting Procedures. Please print this email out and replace the one in your SOP binders with this one immediately. I will be updating the SOP webpage with the revised today as well

SOP – Incident Reporting Procedures

Although we never want a patron to get hurt incidents can and will occur at your theatre facility. If an incident does occur with a patron you must immediately fill out the company incident report with as much pertinent information as you can. Never admit fault or blame and never share any information with the guests on these forms, all you are required to do is gather as much information as you can about the incident and then turn it over to our insurance company. If the guest requires medical assistance do not move them or offer to help move them just keep them as calm as possible and offer them a wet towel if they need one or a water if they require it. Always radio to another manager and have them come to you if you have to leave to call the paramedics, never leave the guest alone and never leave until the paramedics take them away or they leave of their own power.

Do not give the guest a copy of the incident report/claim, this is an internal company document only.

After you have gathered all of the information you can and the guest has left you will then email the incident report to insclaims@bbandt.com and copy the General Manager, the District Manager, and the The V.P. of Operations. The Insurance company will handle it from this point on.

Locate camera footage, save it, and place it on a thumb drive in the safe in case there is ever need for it.

*Note – sometimes the guest will not want to give you information or share anything about the fall and they will decline any help. If this happens write down as much information as you can find out from employee's and/or witnesses, review the camera footage and save it, and send in the form as normal with all of the information you could gather. In the customer response section put "Customer declined to leave a explanation of incident" also let us know if they turned down medical attention and if they walked away on their own power.

Make this SOP your last page in section #3 of your binders.

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