Why Submit an Incident Report?

This short module covers the essential knowledge needed to report every incident effectively and accurately.

You will learn about the purpose and impact of incident reporting and how it contributes to a safe and responsive building environment. Additionally, you will discover how to use structured incident reporting checklists to ensure complete and consistent documentation.

By the end of this module, you will be able to identify reportable events, complete reports effectively, and utilize the checklist for reporting incidents.

Introduction

Why Submit an Incident Report?

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Introduction

Purpose

Let's begin by understanding the purpose of the form. It exists to ensure any incident that impacts the property or people is recorded. These reports help initiate timely and appropriate actions. Examples include property damage, personal injuries, environmental spills, or vehicle incidents.

Types of Incidents to be reported, but are not limited to:

Damage to Property (Fire, Water, Structural, Vandalism etc.)

Personal injuries including employees and all others.

Environmental impacts (oil spills, mould, asbestos, indoor air quality, etc.)

Equipment Breakdown (e.g., HVAC, Transformers, etc.)

Auto Vehicle incidents involving company assets

Thefts, shoplifting, trespassing

Missing children and banning of minors

Requests for Information (e.g. Security footage, incident report, photos)

Orders (ie. Compliance issues, property viola ons, health hazards, infrac ons)

Why Submit an Incident Report?

Internal Communication

Incident reports serve as a central communication tool. They alert all relevant internal departments like Legal, HR, OHS, Environmental and Management. The report ensures the right people are informed, and appropriate actions are taken.


Risk Mitigation

- Identify trends and problem areas.

- Enables early intervention to prevent further harm

or exposure.

Helps secure evidence, initiate claims, and contain

costs.

Accountability and Compliance

- It's important to emphasize—reporting is not optional.

- Security and site management teams are obligated to do this as part of their roles.

- Supports the organization's due diligence and safety culture.
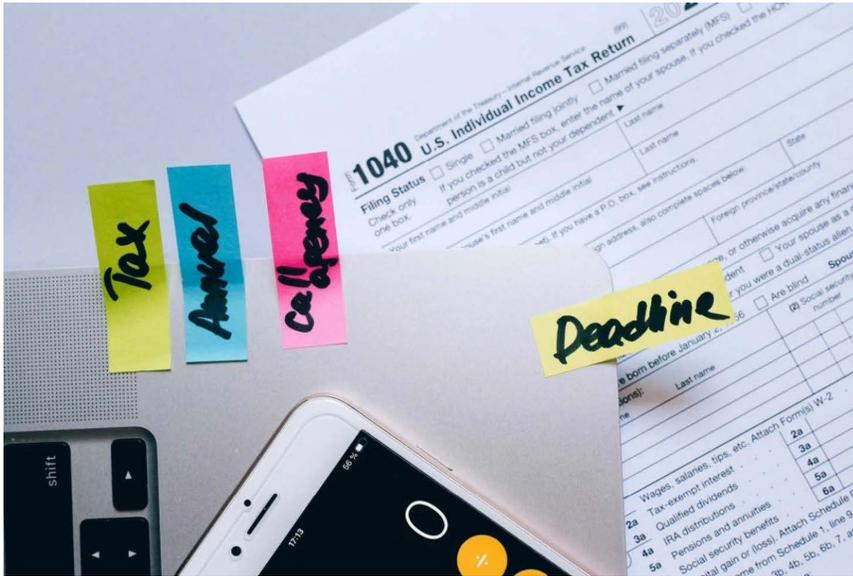
Regulatory Requirements

Not every incidents is regulated, or will turn into a claim, but some may trigger obligations under:

- The insurance policy reporting protocols

- Occupational Health and Safety (OHS)

- Environmental Protection

- Municipal/Provincial/State Orders (e.g. Fire code, property violations, compliance, etc)

The reporting requirement itself is internal (driven by company policy), but may lead to engagement with external stakeholders, third parties and the insurance provider.
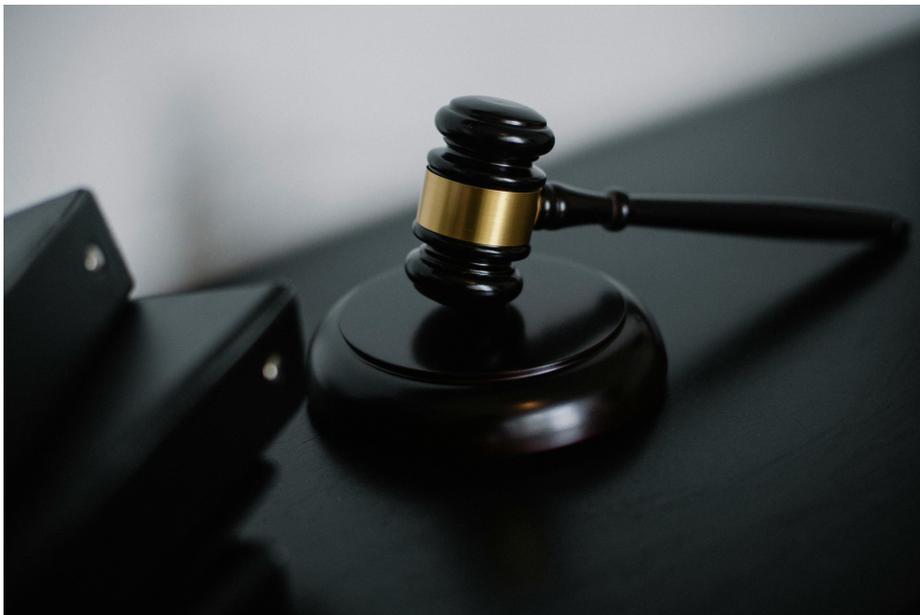
Consequences of Not Reporting

- Delayed investigation and response

- Potential claim denial

- Loss or disposal of critical evidence

- Increased costs

- Reputational damage

- Failure to fulfill job duties and contractual obligations
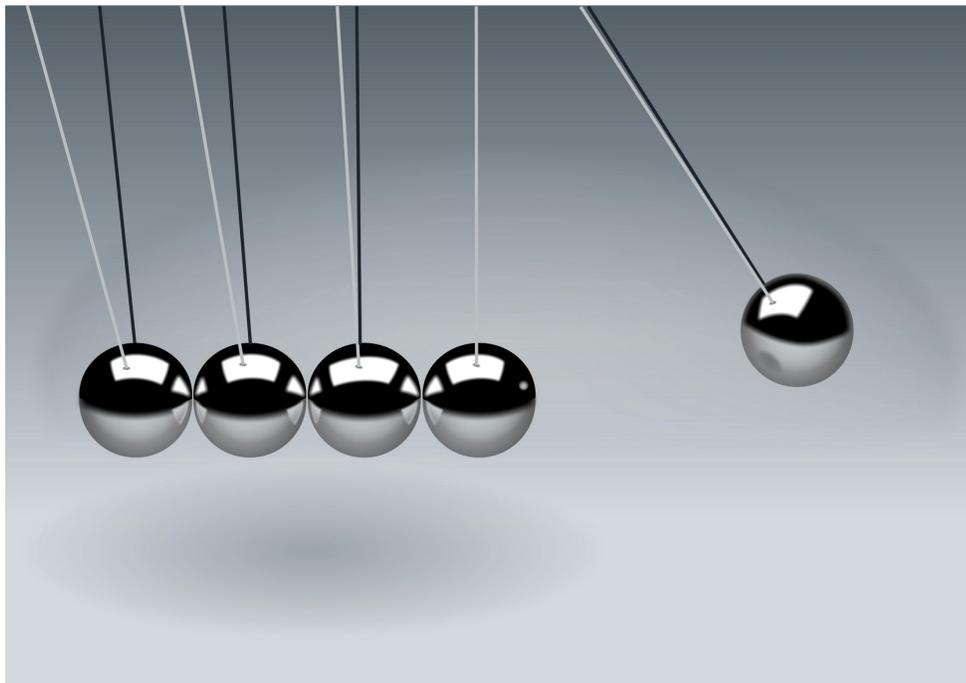
Before Submitting the Form

Site teams should:

- Take steps to mitigate the loss (e.g., clean up spill, secure the area)

- **Secure evidence**: take photos, measurements, collect witness information, secure video footage

- **Collect details**: claimant's footwear, actions leading to the incident, etc.

Focus is on gathering facts to support timely and accurate reporting.
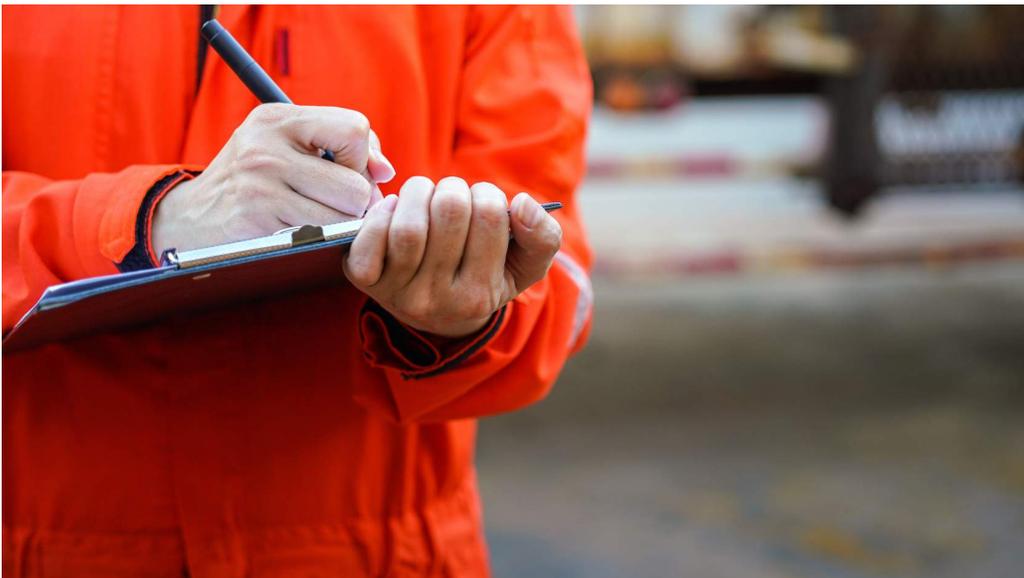
Intake Report Prep Checklist

Intake Report Prep Checklist:

☐ Take photos of the loss area and damages (fire, water, structural issues, etc.)

☐ Take measurements of uneven surfaces

☐ Identify and note any hazards present at the time

☐ Secure video footage

☐ Obtain physical evidence if applicable

☐ Retain all damaged equipment and parts

☐ Obtain the security report

☐ Collect the claimant's contact information

- [ ] For damages caused by a third party, gather their insurance information, copy of their license, and license plate number

- [ ] For Morguard Auto damages, collect VIN, license plate, make, model, year and police file number

- [ ] Compile all factual and concise information and submit report

Incident Type Reference List

Automobile (Morguard Owned Vehicles) —

Morguard owned vehicles only.

Equipment Breakdown —

Breakdown of Morguard owned/managed equipment. Equipment breakdown including HVAC, rooftop air handler units, elevators/escalators.

Employee Practices Liability (EPL) – US only —

A Morguard employee (current or prior) alleging wrongdoing against the employer.

Environmental —

Environmental issues impacting Morguard owned/managed buildings.

Environmental Liability ___

A 3rd party alleging environmental wrongdoing against Morguard owned/managed buildings.

Liability ___

A 3rd party alleging wrongdoing against Morguard. Examples: Slips/Trip fall, damage to 3rd party property (vehicle damage, etc.).

Order: Municipal/Provincial/State ___

Any order issued by municipal, provincial, or state agency.

Property ___

Damage to property owned/managed by Morguard. Examples: broken windows, pipe bursts, fire, and water damage, etc. Excluding equipment unless damage is caused by water.

Request for Information (RFI) ___

Request for Morguard information, often by police, but can be anyone outside Morguard.

Tenant Discrimination – US only ___

Allegations of discrimination by a tenant.

WCB —

Reported injury by a Morguard employee excluding US and Ontario.

WCB US —

Reported injury by a US employee.

WSIB (Ontario) —

Reported injury by an employee in Ontario.

End of Module

Thank you for taking the time to complete the module.

Your commitment to learning and safety plays a vital role in creating a secure and responsive environment for everyone who works in or visits your property.

By applying the incident reporting practices and checklists covered in this course, you're helping to ensure timely responses, reduce risks, and uphold the highest standards of operational excellence.