

Steps to take when an Occupational Injury or Illness occurs

If you experience an occupational injury or illness, it is **your** responsibility to notify your supervisor promptly. Ground personnel are required to report the occurrence to their supervisor as soon as practical, but **no later than the end of their shift** (see *Quick Reference Guide*). If the injury is severe enough to prevent such notification (e.g. unconsciousness), a co-worker should notify supervisory personnel as soon as possible.

Flight attendants and pilots must also report their occupational injuries and illness promptly. At the earliest opportunity, but no later than the end of the duty day. Flight attendants and pilots must advise Delta of their injuries by calling the ESIS/ACE USA Claims Reporting Center. This center is staffed 24 hours per day, 7 days a week and may be reached by calling 800-642-4462. The internet website is <http://www.claimcapture.com>. The user id and password are: userid=delta password=delta

Supervisor Responsibilities

1. Ensure medical needs of the employee are met. When an occupational injury or illness occurs, the supervisor's first responsibility is to assess the seriousness of the situation. If the nature of the injury is life-threatening or requires emergency care, the supervisor should immediately arrange for the emergency medical services that may be needed, (i.e., ambulance, hospital, emergency care unit, etc.). The welfare of the injured individual cannot be compromised.
2. Once the situation is under control, the supervisor must collect all the pertinent data regarding the incident. All supervisors are to use the Delta Incident Report (Form 0412-10405) as a guide for recording information. In regards to ground personnel based in the United States, the supervisor must call the Esis/Ace U.S.A. Claims Reporting Center at (800) 642-4462 or report the claim via the internet claim reporting website as follows: Go to <http://www.claimcapture.com> using user id and password (userid=delta, password=delta).
3. Enter the information into STARS before the end of the shift.

Reporting serious occupational injuries and illnesses:

In the event of a serious occupational injury or illness (i.e., Transportation or Admission to Hospital, Amputation, Fracture/Break of Long Bone, Heart Attack, Loss of Consciousness), the manager or supervisor is required to **immediately** contact the Divisional representative at the OCC Duty Desk in Atlanta or the Duty Director at (404) 715-0000, who will then contact Corporate Safety. Corporate Safety will make the notifications to OSHA, if they are required.

When an occupational **fatality** involving Delta personnel is suspected or known to have occurred, the Delta personnel first aware of the situation immediately notifies his supervisor. The supervisor in charge will contact local management and proceed to the scene. The supervisor should secure the area and prohibit activity at the scene until local management arrives. When the supervisor has turned the area over to local management, it is the supervisor's responsibility to complete the Delta Incident Report and report the case to Esis/Ace U.S.A. at (800) 642-4462.

When a fatality occurs, local law enforcement with jurisdiction where the event happened should be immediately notified. In the United States, OSHA regulations require all fatalities, including fatal heart attacks, occurring in the workplace to be reported within 8 hours. Therefore, the Director of Corporate Safety, Health and Environmental Affairs must be immediately notified of such events to ensure compliance by calling the OCC Duty Director. The Director of Corporate Safety, Health and Environmental Affairs will then make the appropriate notifications to the OSHA officials.

Refer to the Safety Policies and Procedures Manual (SPPM) Section 30 for more details.

NOTE: All occupational injuries, illnesses, and near miss events must be entered in STARS.

If the incident occurs within the Atlanta General Offices, contact Corporate Safety for further instructions.

Refer to the Employee Connection Website for answers to your Workers Compensation Questions.