



Exposure Control Plan (OSHA — Bloodborne Pathogens)

Incident Communication Procedure

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Effective and timely incident communication is essential to protect employee safety, maintain regulatory compliance, and ensure coordinated response actions. BioExpressFL requires all incidents to be reported clearly, promptly, and through approved communication channels.

1. What Is Considered an Incident

An incident includes, but is not limited to:

- Exposure or potential exposure to blood or OPIM
- Specimen leaks, spills, or damaged containers
- Vehicle accidents or sudden impacts
- Courier injuries (minor or serious)
- Unsafe pickup or delivery locations
- Failed or refused deliveries
- Temperature deviations
- Lost, delayed, or compromised specimens
- Any deviation from standard operating procedures

2. Immediate Notification Requirement

All incidents must be reported immediately once the courier is safe. The courier must contact BioExpressFL dispatch or a supervisor using approved communication channels. Delays may result in increased risk and non-compliance.

3. Information That Must Be Communicated

When reporting an incident, the courier must provide:

- Date and time of the incident
- Exact location
- Type of incident
- Description of events
- Courier condition

- Condition of specimens or materials
- Immediate actions taken
- Whether emergency services were contacted

4. Incident Escalation Process

BioExpressFL management will determine appropriate actions, including emergency response, medical evaluation, transport suspension, decontamination, client notification, and OSHA documentation requirements. Couriers must follow instructions exactly as provided.

5. Client Communication Protocol

Couriers must not contact clients directly regarding incidents unless explicitly instructed. All client communication is handled by management to ensure accuracy and confidentiality.

6. Documentation and Reporting

After initial notification, the courier must complete an Incident Report Form. Photos may be required if safe to obtain. Reports become part of OSHA and internal compliance records. Medical information remains confidential.

7. Follow-Up Communication

Management may request additional details, provide guidance, implement corrective actions, or require additional training following an incident.

8. No Retaliation Policy

BioExpressFL enforces a strict no-retaliation policy. Couriers will not face disciplinary action for reporting incidents. Failure to report incidents is considered a serious violation.

Summary

Clear and immediate incident communication enables rapid response, regulatory compliance, and continuous operational improvement. Reporting incidents accurately is a core responsibility of every BioExpressFL courier.