



<b>WS 18-05</b>
<b>March 1, 2018</b>
<b>All Contractors</b>
<b>Expires: Continuing</b>

**To:** Workforce Solutions Contractors

**From:** Mike Temple  
David Baggerly  
Lucretia Hammond

**Subject:** Reporting Negative Incidents

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## Purpose

This issuance updates guidance regarding reporting negative incidents and transmits a revised reporting form and instructions.

This issuance replaces WS 17-12 Reporting Negative Incidents.

## Background

All negative incidents involving Workforce Solutions customers and staff must be reported to H-GAC staff the same day of occurrence.

Negative incidents include, but are not limited to, the following:

- Any incident that causes death or injury;
- An automobile accident while conducting Workforce Solutions business;
- Physical or sexual assault;
- Serious medical emergency
- Property crimes such as vandalism or theft;
- Events requiring emergency responders (i.e. 911, EMS, Fire, or Police)
- Inappropriate sexual behavior;
- Suspected breach of information systems;
- A business disruption that results in activating partial or full continuity of operations activities; and
- Any incident that results in negative media attention.

## Procedure for Reporting Negative Incidents

Immediately following the occurrence of a negative incident, on the same day, staff must:

- complete the Incident Report form;
- provide any relevant documentation;
- submit the Incident Report and relevant documentation to H-GAC via email to [incidentreports@wrksolutions.com](mailto:incidentreports@wrksolutions.com)
- title the email subject: *Incident Report – (Office name) (mm/dd/yy)*.

Submit updated information on a negative incident as it becomes available. This includes media material not available at the time of the first report and any materials submitted later by individuals involved in or having information about the incident.

## Action

Make sure appropriate staff, supervisors and managers have a copy of this issuance and the attachments and understand how to document and report negative incidents.

## Questions

Direct questions through the electronic Q&A posted with the policy on the website at [Issuance Q&A](#).

## Attachments

- [Incident Report Form](#)
- [Incident Report Instructions](#)