RETAIL · STORE INCIDENTS

Retail incident report

Record what is known now, in plain words. Add investigation findings later, on the same report.

> Deal with any danger and follow your emergency procedures first. Complete this form once it is safe. Write “unknown” where a fact is not yet established.

1 Location and timing

REPORT ID
Your own reference, for example IR-014

STORE NAME / ID
Name or store number

EXACT AREA
Aisle, room or zone, and the fixture or asset reference

OCCURRED
Date, time, time zone, or “unknown”

DISCOVERED
Date, time, time zone

REPORTED
Date, time, time zone

INCIDENT TYPE AND INITIAL PRIORITY
Priority as set by your store policy

2 People and account

REPORTER
Name, role and contact reference

PEOPLE AFFECTED AND WITNESSES
Witness references. Record injuries as reported, not diagnosed.

WHAT HAPPENED
Write what you saw. Say who told you the rest.

3 Immediate response

ACTIONS TAKEN
What was done, by whom and when. Note any remaining hazard or restriction.

RETAIL · STORE INCIDENTS · CONTINUED

Evidence, follow-up and review

Keep this page with the first page of the same incident.

REPORT ID
Same as page one

4 Evidence and notifications

EVIDENCE
Reference (for example P-01), what it shows, time captured and where it is stored

PEOPLE NOTIFIED
Name or role, time, and the instructions received

5 Follow-up and review

INCIDENT RECORD OWNER
Name and role

NEXT UPDATE DUE
Date, time, time zone

NEXT ACTION
Action, responsible person, due date and linked ticket

LATER FINDINGS
Investigation findings and linked corrective actions, with author and date

VERIFICATION AND CLOSURE
Checks done, work remaining, and the decision to close or reopen

REVIEWED BY
Name, date and time

STATUS
Open or closed. Next review date, if open.

Free to use inside your company. To share publicly, link to getbitreport.com/blog/retail-incident-report-template/

A starting point, not legal advice. Follow your emergency procedures first and check required external reports, insurance forms and injury records separately. Adapt the form to your stores, your procedures and the rules where you operate.