

Fights on Premises

Information Sheet

When a fight breaks out on your premises and injuries ensue, a claim or claims may be presented. While you may know right away that there has been an injury, just as frequently you may not find out until you receive a letter from a lawyer or are served with a Statement of Claim.

For this reason it is crucial that you maintain good records and documentation whenever an incident is reported and the following suggestions will help your insurer if a claim is presented:

AT THE TIME OF THE INCIDENT:

- First things first, assess need for ambulance or police and call if required.
- Charge one staff member to:
 1. Gather information and complete accident report
 2. Secure any surveillance video
 3. Secure names and contact details of witnesses or those involved in the fight.
 4. If possible determine how much alcohol consumed by those involved in fight (till receipts, visa slips etc.)


DEFENDING A CLAIM STARTS LONG BEFORE THE ACCIDENT:

- Staff should be specifically assigned to conduct a regular walk through of the premises to check for signs of aggressive behavior.
- Ensure Security Staff to patron ratio appropriate.
- If signs trouble brewing provide warning and escort participants out.
- Ensure potential combatants leave through separate doors or at appropriate intervals.
- Keep a log of incidents and warnings.
- Advise new employees of management expectation that all staff should keep their eyes and ears open for signs that fight might be brewing.

HELPING YOUR ADJUSTER:

- Make time to meet and provide access to premises
- Provide listing of staff and their contacts
- Provide records and information promptly when requested

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