



FREE RESOURCE · WORKSHEET

Incident & Near-Miss Decision Guide

For Caribbean hospitality operations teams

Help supervisors classify what happened consistently and decide what needs immediate escalation, recording and follow-up.

How to use this resource

1 Localise it

Set the roles, escalation points and reporting rules that apply to your property and jurisdiction.

2 Record facts

Capture what was observed or reported. Keep assumptions separate from factual observations.

3 Make exceptions visible

A missed check, unsafe condition or unresolved issue should stand out from normal activity.

4 Assign the next action

Use a real role, due point and escalation route rather than leaving follow-up implied.

5 Review and close

Carry open matters into handover or management review and verify closure where the risk warrants it.

IMPORTANT

This resource is operational good-practice guidance. Confirm local law, regulator reporting, privacy, insurer, security and corporate requirements before use.

Incident & Near-Miss Decision Guide

Help supervisors classify what happened consistently and decide what needs immediate escalation, recording and follow-up.

Was anyone injured or made ill?

Was property, equipment or the environment damaged?

Did an unsafe event occur but harm was avoided?

Could the same event reasonably cause harm if repeated?

Is immediate control or isolation required?

Does local law, insurer policy or company policy require external reporting?

Who must be notified internally?

What record should be opened?

A record should lead to the next action.

CaribSafe helps keep that action visible.

CaribSafe connects patrols, incidents, handovers, Lost & Found, tasks and operational evidence so managers can see what needs attention across shifts and departments.

[Book a 20-minute walkthrough](#)