

SOP Template: Customer and Employee Incident Reporting Guidelines

This SOP provides **customer and employee incident reporting guidelines**, detailing the procedures for accurately documenting and reporting incidents involving customers or employees. It outlines the steps for immediate response, notification protocols, documentation requirements, confidentiality considerations, and follow-up actions to ensure timely resolution and compliance with legal and organizational standards, thereby promoting a safe and accountable environment.

1. Purpose

To ensure all incidents involving customers or employees are reported promptly, accurately, and in compliance with legal and organizational requirements, fostering a safe and accountable environment.

2. Scope

This SOP applies to all staff, management, and contractors responsible for reporting or responding to customer or employee incidents on company premises or during company activities.

3. Definitions

- **Incident:** Any unplanned event involving injury, illness, property damage, safety threat, or other significant impact involving a customer or employee.
- **Reporter:** The individual who identifies or is made aware of the incident and initiates the reporting process.

4. Immediate Response

1. Ensure the safety of all individuals involved; provide first aid or contact emergency services if required.
2. Remove hazards, if possible, without risking further harm.
3. Notify a supervisor or manager immediately after ensuring safety.

5. Notification Protocols

1. Inform your direct supervisor or designated incident officer as soon as practical.
2. For serious incidents (e.g., injury, violence, property damage over \$1000, or legal violation), escalate to senior management and Human Resources immediately.

6. Documentation Requirements

1. Complete the Incident Report Form within 24 hours of the event.
2. Include the following details:
 - Date, time, and location of the incident
 - Names and contact information of involved parties and witnesses
 - Description of the incident and actions taken
 - Photographs, if applicable
3. Submit the completed form to the designated supervisor/manager.
4. Maintain incident records in accordance with company policy and data privacy regulations.

7. Confidentiality Considerations

- All incident reports must be handled confidentially.
- Share details only with those directly involved in the investigation or resolution.
- Store incident documentation securely (locked cabinet or password-protected system).

8. Follow-Up Actions

1. Supervisor/manager to review the report and initiate an investigation if necessary.

2. Take corrective actions to mitigate risks and prevent recurrence.
3. Communicate findings and actions taken to relevant parties, as appropriate.
4. Close incident log once all actions are complete and compliance is verified.

9. Compliance

- Ensure adherence to legal and organizational incident reporting requirements.
- Participate in periodic training and reviews of incident reporting procedures.

10. Review and Revision

- This SOP will be reviewed annually or following significant incidents/changes in legislation.
- Suggestions for improvement may be submitted to the Compliance Department.

Document Owner: [Insert Responsible Department]

Approved By: [Insert Approver Name/Title]

Effective Date: [Insert Date]

Next Review Date: [Insert Date]