

SOP: Emergency Repairs and After-Hours Response Protocol

This SOP details the **emergency repairs and after-hours response protocol**, covering the procedures for reporting, assessing, and addressing urgent repair needs outside regular working hours. It includes guidelines for communication channels, prioritization of repair requests, mobilization of maintenance personnel, safety precautions during emergency work, documentation of repair actions, and post-repair evaluation to ensure minimal downtime and continuous operational safety.

1. Purpose

To outline the step-by-step process for responding to emergency repair needs after-hours, ensuring quick, safe, and effective resolution of urgent issues to minimize downtime and maintain safety standards.

2. Scope

This SOP applies to all employees, maintenance staff, and relevant stakeholders involved in emergency repair and maintenance activities outside regular working hours on company facilities and equipment.

3. Definitions

- **Emergency Repair:** Any unplanned repair required to address situations that pose an immediate risk to health, safety, operations, or property.
- **After-Hours:** Any time outside standard operating or working hours (as defined by the company).

4. Responsibilities

- **Employees:** Report emergency issues promptly using designated channels.
- **On-Call Maintenance Staff:** Respond to notifications, assess situations, and carry out necessary repairs.
- **Supervisors/Managers:** Ensure that protocols are followed and provide support as required.

5. Procedure

1. Reporting Emergency Repairs

- Report emergencies immediately via the 24/7 emergency hotline or designated digital platform.
- Provide the following information:
 - Location and nature of the issue
 - Severity/impact
 - Contact information for follow-up

2. Assessment & Prioritization

- On-call personnel assess the reported issue via phone/video or brief site inspection.
- Prioritize repairs based on risk to safety, operations, and property.

3. Mobilization of Maintenance Personnel

- Dispatch appropriate resources immediately based on assessment.
- Notify security or other departments if access or additional support is required.

4. Emergency Repair Execution

- Apply relevant safety procedures (lockout/tagout, PPE, hazard signage, etc.).
- Complete the necessary repairs to restore safety and functionality.

- Communicate progress and repair status to the reporting party and supervisor.

5. Documentation

- Record all actions taken, materials used, time spent, and observations in the maintenance log or digital system.
- Document any follow-up actions or recommendations for permanent repairs.

6. Post-Repair Evaluation

- Confirm effective resolution of the problem with the reporting party and relevant stakeholders.
- Review the incident for lessons learned and possible preventive measures.
- Update maintenance records and report outcomes to management.

6. Communication Guidelines

- All emergency repair activities and statuses must be communicated to the supervisor/manager on call.
- Use company-approved channels (emergency hotline, incident reporting app, or direct calls).
- If escalation is needed, follow the chain of command as outlined in the Emergency Contact List.

7. Safety Precautions

- Always adhere to company safety policies, OSHA/EHS regulations, and site-specific procedures.
- Do not undertake work if risks cannot be adequately controlled-escalate for further instructions.
- Use Personal Protective Equipment (PPE) as required for the specific task.

8. Record Keeping

- Maintain comprehensive documentation for all after-hours emergency repairs.
- Store records in the designated maintenance management system.
- Ensure documentation is completed within 24 hours of incident closure.

9. Review & Continuous Improvement

- Conduct quarterly reviews of after-hours emergency repairs to identify trends and improvement opportunities.
- Update this SOP as required to reflect lessons learned and process improvements.

10. Appendix

- After-Hours Emergency Contact List
- Reporting & Communication Flowchart
- Incident Report Template