

SOP Template: Immediate Notification to Supervisor or Designated Authority

Purpose

This SOP establishes the process for **immediate notification to supervisor or designated authority** in the event of incidents, emergencies, or critical situations. It ensures prompt communication to facilitate quick decision-making, effective response, and mitigation of risks. The procedure includes identifying who must be notified, the method of communication, the information to be conveyed, and the timeframe for notification to maintain safety and operational continuity.

Scope

This procedure applies to all employees, contractors, and staff operating within the organization or on its behalf who identify or are involved in incidents, emergencies, or critical situations requiring immediate notification.

Responsibilities

- **All Employees/Contractors:** Responsible for immediate reporting of incidents as outlined in this SOP.
- **Supervisors/Designated Authority:** Responsible for acknowledging notifications and initiating required response actions.

Procedure

1. **Identify Situation:**
 - Recognize and assess the incident, emergency, or critical situation.
2. **Immediate Notification:**
 - Notify your supervisor or designated authority **without delay** (*preferably within 15 minutes of awareness*).
 - If supervisor/designated authority is unavailable, notify the next available higher authority.
3. **Method of Communication:**
 - Primary: Direct phone call or radio communication
 - Secondary: Text message/SMS or email (if phone/radio is unavailable)
4. **Information to Be Provided:**
 - Your name and position
 - Date and time of incident
 - Location of incident
 - Description of situation
 - Actions taken (if any)
 - Immediate needs/support required
5. **Documentation:**
 - Document the notification (time, method, recipient, and brief summary).
 - Complete any incident report forms as required after immediate actions are initiated.

Timeframe for Notification

Notification must be made **immediately** (ideally within 15 minutes of awareness) of the situation to minimize risk and support effective response.

Related Documents

- Incident Report Form
- Emergency Response Plan
- Communication Policy

Revision History

Revision	Date	Description	Author
1.0	2024-06-05	Initial SOP Template	[Your Name/Title]