

SOP: Incident Reporting and Escalation Procedures

This SOP details **incident reporting and escalation procedures** to ensure timely identification, documentation, and communication of workplace incidents. It includes steps for immediate reporting, roles and responsibilities, assessment of incident severity, escalation protocols to appropriate management levels, and follow-up actions to prevent recurrence. The goal is to maintain a safe work environment by promoting transparency, accountability, and prompt response to all incidents.

1. Purpose

To ensure all workplace incidents are reported, documented, escalated, and resolved efficiently and effectively, minimizing risk and promoting a culture of safety and accountability.

2. Scope

This SOP applies to all employees, contractors, and visitors within the organization.

3. Definitions

- **Incident:** An unplanned event that results in (or could have resulted in) injury, illness, damage, or loss.
- **Near Miss:** An event that could have caused harm but did not.
- **Escalation:** Notifying higher management or specialist teams when an incident meets predefined severity criteria.

4. Roles and Responsibilities

Role	Responsibility
All Employees	Report all incidents and near misses immediately to their supervisor or designated contact.
Supervisors/Managers	Assess incident severity, initiate escalation procedures as needed, complete documentation, and follow up on corrective actions.
Health & Safety Officer	Oversee incident response, ensure proper escalation, maintain incident records, and analyze root causes.
Senior Management	Review escalated incidents, allocate resources, and ensure implementation of preventive measures.

5. Procedures

5.1 Immediate Incident Reporting

- Upon occurrence of an incident or near miss, the individual involved or any witness must immediately notify their supervisor/manager.
- If medical assistance is needed, call emergency services without delay.
- Secure the area if necessary to prevent further harm.

5.2 Documentation

- Complete an Incident Report Form within 24 hours of occurrence.
- Include date, time, location, individuals involved, witnesses, description, and immediate corrective measures.
- Submit the form to the Health & Safety Officer.

5.3 Incident Severity Assessment

- Supervisor/Manager assesses the severity based on potential or actual impact.
- Use the following criteria for severity levels:

Level	Description	Escalation Requirement
Low	Minor injury, no lost time, minor property damage.	No escalation needed; document and file.

Medium	Lost time injury, moderate property/environmental damage.	Notify Department Manager and Health & Safety Officer.
High	Severe injury, fatality, major damage, regulatory involvement.	Immediate escalation to Senior Management and Health & Safety Officer. (Within 1 hour)

5.4 Escalation Protocol

1. Supervisor/Manager notifies the relevant parties based on severity level.
2. Escalated incidents must be communicated via phone or in-person for urgent response.
3. Health & Safety Officer coordinates further investigations and notifies regulatory bodies if required.
4. All communications and actions must be logged.

5.5 Follow-up Actions

- Conduct incident investigation and root cause analysis within 72 hours.
- Implement corrective and preventive measures.
- Monitor effectiveness and review after 30 days.
- Report findings and actions to affected employees and management.

6. Record Keeping

- All incident reports, escalation communications, investigation findings, and corrective actions must be retained for a minimum of 5 years.

7. Review and Updates

- This SOP shall be reviewed annually, or after any major incident, and updated as necessary.