

# Standard Operating Procedure (SOP): Incident Reporting and Response Documentation

## 1. Purpose

This SOP details the process for **incident reporting and response documentation**, including the identification and classification of incidents, immediate response actions, proper documentation protocols, notification procedures to relevant authorities, follow-up investigations, and preventive measures. The goal is to ensure timely, accurate, and thorough reporting of all incidents to enhance safety, compliance, and continuous improvement within the organization.

## 2. Scope

This SOP applies to all employees, contractors, and visitors within the organization who may encounter or be involved in workplace incidents.

## 3. Definitions

Term	Definition
Incident	An unplanned event that results in or could have resulted in injury, illness, damage, or other loss.
Near Miss	An event that could have resulted in an incident but did not, either by chance or timely intervention.
Investigation	The process of gathering and analyzing information to determine the root cause of an incident.

## 4. Responsibilities

- **All Employees:** Report incidents promptly and participate in investigations as required.
- **Supervisors:** Ensure incidents are reported, documented, and initial response steps are taken.
- **Safety Manager:** Oversee the incident management process, ensure compliance, and implement corrective actions.

## 5. Procedure

- 1. Identification and Classification**
  - Identify and immediately assess the nature of the incident (e.g., injury, property damage, environmental impact).
  - Classify the incident's severity and potential impact.
- 2. Immediate Response Actions**
  - Provide first aid or other emergency response as required.
  - Secure and isolate affected area if needed to prevent further harm.
- 3. Incident Documentation**
  - Complete an Incident Report Form within 24 hours of the occurrence.
  - Include all relevant details: date, time, location, individuals involved, witnesses, description, and immediate actions taken.
- 4. Notification Procedures**
  - Inform the direct supervisor and Safety Manager as soon as practicable.
  - Notify relevant authorities if the incident is reportable (as per legal/regulatory requirements).
- 5. Follow-Up Investigation**
  - Safety Manager launches an investigation within 48 hours of the reported incident.
  - Collect statements, photos, and other evidence.
  - Determine the root cause and contributory factors.
- 6. Corrective and Preventive Actions**
  - Develop and implement actions to prevent recurrence of similar incidents.
  - Document and track effectiveness of preventive measures.
- 7. Recordkeeping**
  - Maintain incident reports, investigation records, and corrective action logs for the period required by law or policy.

## **6. Documentation**

- Incident Report Form
- Investigation Report Template
- Corrective/Preventive Action Log
- Communication records with relevant authorities

## **7. Review and Continuous Improvement**

- Periodic review of incident trends and process effectiveness.
- Update SOP as necessary to reflect lessons learned and regulatory changes.

## **8. References**

- Applicable regulations and standards (list as needed)
- Internal policies and guidelines