

SOP Template: Procedure for Reporting and Managing Hygiene Incidents

This SOP details the **procedure for reporting and managing hygiene incidents**, including identification of hygiene hazards, immediate reporting protocols, containment and cleaning measures, investigation and documentation processes, staff training requirements, and follow-up actions to prevent recurrence. The goal is to maintain a safe and sanitary environment by ensuring timely and effective management of all hygiene-related incidents.

1. Purpose

To establish a clear and consistent process for identifying, reporting, managing, and preventing hygiene incidents to ensure a safe and sanitary environment.

2. Scope

This procedure applies to all staff, contractors, and visitors within the facility.

3. Definitions

Term	Definition
Hygiene Incident	Any event where hygiene standards are breached or compromised, potentially leading to contamination, illness, or hazards.
Containment	Immediate measures taken to limit the spread of contamination.
Reporting Protocol	The standardized steps required to notify management of an incident.

4. Responsibilities

- **All Staff:** Identify and report hygiene incidents immediately.
- **Supervisors:** Ensure incidents are contained and properly managed and reported.
- **Hygiene Manager:** Oversee investigations, documentation, staff training, and follow-up actions.

5. Procedure

1. **Identification of Hygiene Hazards**
 - Monitor the environment for spills, contamination, pests, or other hygiene risks.
 - Complete regular inspections as per the facility's hygiene schedule.
2. **Immediate Reporting**
 - Report hygiene incidents immediately to the supervisor or designated authority.
 - Use the standardized Hygiene Incident Report Form (see [Appendix A](#)).
3. **Containment and Cleaning**
 - Implement immediate containment measures (e.g., cordoning off area).
 - Perform appropriate cleaning and disinfection according to the Cleaning SOP.
4. **Investigation and Documentation**
 - Supervisor initiates a root-cause investigation within 24 hours of incident.
 - Document details, actions taken, and outcomes in the Hygiene Incident Log.
5. **Staff Training**
 - Review incident findings with relevant staff.
 - Provide training or re-training as required to prevent recurrence.
6. **Follow-up Actions**
 - Monitor affected area(s) for effectiveness of corrective actions.
 - Update policies/procedures as necessary.

6. Records

- Hygiene Incident Report Forms
- Hygiene Incident Log
- Training records

7. Review

This SOP shall be reviewed annually and after any major hygiene incident to ensure continual improvement.

Appendix A: Hygiene Incident Report Form (Template)

Field	Description
Date & Time	When did the incident occur?
Location	Where did the incident take place?
Reported By	Name and contact of person reporting
Description of Incident	Describe what happened
Immediate Actions Taken	List containment and cleaning measures performed
Follow-up Actions Required	List further actions planned, if any
Signature	Staff and supervisor signatures