

# Standard Operating Procedure (SOP): Communication and Reporting Channels

This SOP defines the **communication and reporting channels** within the organization, detailing the protocols for effective information flow, responsibilities for reporting incidents and updates, and the methods for documenting and escalating issues. Its aim is to ensure timely, clear, and accurate communication to support operational efficiency and promote transparency across all departments.

## 1. Purpose

To establish standardized guidelines and channels for internal and external communication, and to ensure all incidents, updates, and information are reported, documented, and escalated appropriately.

## 2. Scope

This SOP applies to all employees, contractors, and departments within the organization and governs communication for routine, urgent, and critical matters.

## 3. Definitions

Term	Definition
Communication Channel	The medium through which information is exchanged (e.g., email, intranet, meetings).
Reporting Channel	The formal pathway used to relay incidents, updates, or escalations (e.g., incident management system, supervisor).
Escalation	The process of raising an issue to a higher authority or management level.

## 4. Roles and Responsibilities

Role	Responsibility
All Employees	<ul style="list-style-type: none"><li>Communicate promptly and clearly using approved channels.</li><li>Report incidents and updates as per the reporting matrix.</li><li>Participate in scheduled meetings and share relevant information.</li></ul>
Supervisors/Managers	<ul style="list-style-type: none"><li>Review reports submitted by team members.</li><li>Escalate critical issues as defined in escalation protocols.</li><li>Ensure proper documentation and communication flow.</li></ul>
Department Heads	<ul style="list-style-type: none"><li>Ensure department compliance with this SOP.</li><li>Act as escalation points for unresolved issues.</li></ul>
HR/Communications	<ul style="list-style-type: none"><li>Maintain communication platforms and training.</li><li>Manage organizational announcements and formal communications.</li></ul>

## 5. Communication Protocols

- Use designated channels as outlined in the Communication Channels Table below.
- Maintain professionalism in all official communications.
- Document significant discussions and decisions (via email minutes or internal platforms).
- Observe confidentiality where required.

## 6. Reporting and Escalation Process

1. Report all incidents and updates in writing using the prescribed format or platform.
2. Refer to the Reporting Matrix to identify the appropriate recipient(s) and timeline for the report.
3. If an issue is not resolved within the indicated timeframe, escalate to the next level of authority as per the Escalation Matrix.
4. All escalations must include:
  - Summary of the issue
  - Actions taken
  - Supporting documents (if any)

## 7. Communication Channels Table

Channel	Purpose	Users	Documentation Required
Email	Day-to-day communication, formal updates	All staff	Yes (as needed for records)
Meetings (in-person/online)	Discussions, project reviews, briefings	Teams/Departments	Minutes or summary notes
Incident Management System	Incident and issue reporting	Relevant staff	Yes (system log)
Intranet/Announcements	Organization-wide news, policy updates	All staff	No

## 8. Records and Documentation

- All communications pertaining to incidents and escalations must be recorded.
- Documentation should be stored according to company policy and retention schedule.
- Access to records is restricted based on confidentiality and role.

## 9. Review and Updates

- This SOP is to be reviewed annually or as needed.
- Major process changes must be approved by senior management and communicated to all staff.

## 10. References

- Company Communication Policy
- Data Protection and Confidentiality Guidelines
- Incident Management SOP

*Document Owner:* [Responsible Department]

*Date Effective:* [Insert Date]

*Next Review:* [Insert Date]