SOP Template: Customer and Staff Accident Procedures

This SOP details the **customer and staff accident procedures** to ensure prompt and effective response to incidents involving injury or accident on the premises. It includes steps for immediate first aid, emergency contact protocols, incident reporting requirements, and post-accident follow-up actions. The goal is to protect the health and safety of customers and staff by minimizing harm and ensuring proper documentation and compliance with health and safety regulations.

1. Immediate Response

- **Assess the Scene:** Ensure the area is safe for approach. Do not move the injured person unless necessary to avoid further harm.
- **Provide First Aid:** Initiate first aid by a trained individual. Use available first aid kits.
- **Call for Assistance:** If injury is serious or life-threatening, call emergency services (e.g., 911) immediately.
- **Alert Manager/Supervisor:** Notify the senior staff member on duty.

2. Emergency Contact Protocols

- Dial emergency services as required and provide clear information: location, nature of accident, number of injured, and type of injuries.
- Contact next of kin/emergency contacts for the injured individual if necessary and appropriate.
- Ensure area is accessible for emergency responders; assign staff to guide them if needed.

3. Incident Reporting

- Complete an **Incident Report Form** as soon as possible after the incident.
- Include detailed information:
  - Date, time, and location of the incident
  - Names and contact details of those involved and any witnesses
  - Description of the incident and injuries sustained
  - Actions taken (first aid, emergency call, etc.)
- Submit reports to management and retain copies as required by regulations.

4. Post-Accident Follow-Up

- Conduct a debrief with affected parties and witnesses, if appropriate.
- Review the incident to identify any hazards or root causes.
- Implement corrective measures to prevent future incidents (e.g., repair hazards, update procedures).
- Follow-up with injured individuals regarding their recovery and provide support as needed.
- Update training or policies based on lessons learned from the incident.

5. Documentation and Compliance

- Retain all records in accordance with legal requirements and company policy.
- Ensure compliance with local health and safety regulations.
- Maintain confidentiality of all personal information related to the incident.

Emergency Contact Table (Sample)

Emergency Service	Contact Number
Ambulance / Fire / Police	911
On-site First Aider	Ext. 123
Facility Manager	555-123-4567

Review

- This SOP should be reviewed at least annually or after any major incident.
- All staff must be trained on these procedures and participate in regular drills if applicable.

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