SOP Template: Emergency Contact and Support Procedures

This SOP details the **emergency contact and support procedures**, outlining the essential steps for promptly notifying emergency services, internal response teams, and key stakeholders. It covers the identification of emergency contacts, communication protocols during crises, support mechanisms for affected individuals, and documentation requirements to ensure effective and timely responses in various emergency situations.

1. Purpose

To establish standardized procedures for emergency contact, notification, and support during emergency situations, ensuring safety and a coordinated response.

2. Scope

Applies to all staff, management, and onsite personnel in the event of emergencies such as fire, medical incidents, natural disasters, security threats, or other critical events.

3. Responsibilities

- **All Employees:** Follow notification protocols and provide assistance as needed.
- **Supervisors/Managers:** Ensure team compliance, support affected individuals, and maintain documentation.
- **Emergency Response Team (ERT):** Lead response efforts, coordinate with external services, and update stakeholders.

4. Emergency Contact List

Contact	Role	Phone	Email
Local Emergency Services (Police/Fire/Medical)	External	911 or local equivalent	N/A
Onsite Emergency Response Team Lead	Internal	[Insert Number]	[Insert Email]
HR / Employee Support	Internal	[Insert Number]	[Insert Email]
Facilities/Security	Internal	[Insert Number]	[Insert Email]

5. Emergency Notification Procedures

1. Immediately assess the situation and ensure personal safety.
2. Contact **Emergency Services** (dial 911 or local equivalent) if needed.
3. Notify the **Internal Emergency Response Team**.
4. Engage key stakeholders and management using established communication channels (phone, SMS, email, public address systems).
5. Document actions taken, including time, contacts made, and incident details.

6. Communication Protocols During Emergencies

- Use predefined templates/scripts for clear and concise messaging.
- Communicate only verified information to prevent misinformation.
- Regularly update all parties as new information becomes available.
- Designate a spokesperson for external communications, if required.

7. Support Mechanisms for Affected Individuals

- Provide immediate medical or psychological aid as necessary.
- Offer transportation, accommodation, or other logistical support if displaced.

- Activate employee assistance programs and counseling services.
- Document support rendered and follow up on recovery or further needs.

8. Documentation Requirements

- Record all emergency-related communications and actions.
- Maintain incident logs, witness statements, and response activities.
- Store documents securely and review post-incident for process improvement.

9. Review and Training

- Regularly update contact lists and procedures.
- Conduct periodic drills and training for all personnel.
- Review incident responses and refine SOP as needed.

10. References

- Company Emergency Response Plan
- Local emergency authority guidelines
- Employee Assistance Program documentation