

SOP Template: Emergency Response and After-Hours Incident Protocol

This SOP details the **emergency response and after-hours incident protocol**, encompassing immediate action steps during emergencies, communication procedures, roles and responsibilities, notification of emergency services, after-hours reporting mechanisms, incident documentation, and follow-up actions. The goal is to ensure swift, coordinated responses to emergencies occurring outside of regular hours, minimizing risks and ensuring the safety and security of personnel, property, and operations.

1. Purpose

To define standard procedures for responding to emergencies and incidents that occur outside of regular operational hours, ensuring effective and coordinated action to protect personnel, property, and operational integrity.

2. Scope

This protocol applies to all employees, contractors, and visitors present within company premises after regular business hours.

3. Immediate Action Steps

- Assess the situation promptly and identify the type and severity of the incident.
- Remove yourself and others from immediate danger, if safe to do so.
- Utilize available Emergency Equipment (e.g., fire extinguishers, first aid kits) as trained and as appropriate.
- Contact emergency services if the situation warrants (see Section 5).

4. Communication Procedures

- Notify Security or designated after-hours supervisor immediately via phone or specified communication tools (e.g., radio, emergency phone).
- Relay essential details: type of emergency, location, number of people affected, and immediate actions taken.
- Activate internal emergency alert protocols (alarms, PA announcements) if applicable.

5. Roles and Responsibilities

- **All Personnel:** Follow protocols, evacuate if required, and report incidents immediately.
- **After-Hours Supervisor/Security:** Coordinate emergency response, liaise with emergency services, and manage evacuation if necessary.
- **First Responders (if present):** Provide first aid, guide personnel, and assist emergency services upon arrival.

6. Notification of Emergency Services

- Call 911 or local emergency number for fire, medical, or police emergencies.
- Provide the following information:
 - Your name and contact information
 - Nature and location of the emergency
 - Number of injured or affected persons
 - Actions already taken
- Do not hang up until instructed by the operator.

7. After-Hours Reporting Mechanisms

- Report all incidents via the designated after-hours incident hotline or digital reporting tool.
- Complete the **After-Hours Incident Report Form** within 24 hours of the event.
- Ensure notifications reach relevant managers and the Health & Safety department as soon as practicable.

8. Incident Documentation

- Document all actions taken during the incident, including time-stamped details of communication and response.
- Include supporting evidence (photos, witness statements, logs) in the incident report.
- File reports according to company incident management policy/procedures.

9. Follow-up Actions

- Conduct a debrief with involved parties within 48 hours of the incident.
- Identify root causes and recommend corrective or preventative actions.
- Review and update emergency procedures as necessary.
- Track completion of corrective actions and close out the incident formally.

10. References/Related Documents

- Company Health & Safety Policy
- Evacuation Plan and Maps
- After-Hours Contact List
- Emergency Equipment Locations

11. Revision History

Date	Version	Description	Author
2024-06-10	1.0	Initial SOP release	[Your Name]

Note: This SOP should be reviewed annually or after any major after-hours incident, whichever comes first.