SOP Template: Incident Reporting and Resolution Procedures

This SOP details the **incident reporting and resolution procedures**, covering the systematic process for identifying, documenting, reporting, and resolving workplace incidents. It emphasizes timely notification, accurate record-keeping, investigation protocols, root cause analysis, corrective actions, and follow-up to prevent recurrence. The objective is to maintain a safe work environment by ensuring accountability, transparency, and continuous improvement through effective incident management.

1. Purpose

To outline the standard procedures for reporting, documenting, investigating, and resolving workplace incidents, ensuring a safe and compliant work environment.

2. Scope

This procedure applies to all employees, contractors, and visitors within the organization's premises or involved in work-related activities.

3. Definitions

Term	Definition
Incident	Any unplanned event that results in or could have caused injury, illness, damage, or disruption.
Near Miss	An event that did not result in injury or damage but had the potential to do so.
Corrective Action	Measures implemented to eliminate the causes of an incident and prevent recurrence.

4. Responsibilities

- **All Employees:** Report incidents immediately to their supervisor.
- **Supervisors:** Ensure timely documentation and initiate preliminary investigation.
- **Health & Safety/HR:** Conduct detailed investigations, identify root causes, and track corrective actions.
- **Management:** Review incident reports and ensure corrective measures are effective.

5. Procedure

1. **Incident Identification**
   - Recognize and respond to incidents or near misses.
   - Provide immediate assistance and ensure safety.
2. **Notification & Reporting**
   - Notify supervisor or designated authority **as soon as possible** after the incident.
   - Complete the Incident Report Form within 24 hours or as specified by policy.
3. **Documentation**
   - Record all relevant details: date, time, location, persons involved, description, immediate actions taken.
4. **Incident Investigation**
   - Conduct investigation led by Health & Safety/HR or assigned personnel within 48 hours.
   - Interview witnesses, gather evidence (photos, CCTV, documents), and compile findings.
5. **Root Cause Analysis**
   - Determine underlying causes using methods such as the â€œ5 Whysâ€ or Fishbone Diagram.
6. **Corrective & Preventative Actions**
   - Develop corrective actions to address root causes.
   - Assign responsibilities and deadlines for implementation.
7. **Follow-Up**
   - Monitor the implementation of corrective actions.
   - Verify effectiveness and document closure of the incident.
8. **Record Keeping**
   - Maintain incident records securely for the required retention period.
9. **Continuous Improvement**
   - Review trends and lessons learned. Update policies and conduct training as necessary.

6. Related Documents

- Incident Report Form
- Corrective Action Plan
- Investigation Checklist
- Record Retention Policy

7. Revision History

Version	Date	Description	Author
1.0	2024-06-01	Initial release	Health & Safety Team