

# SOP: Incident Reporting Procedures and Documentation

This SOP details the **incident reporting procedures and documentation**, encompassing the identification, reporting, and recording of workplace incidents, accidents, near-misses, and hazards. It establishes clear guidelines for timely notification, accurate documentation, investigation protocols, confidentiality, and compliance with regulatory requirements. The objective is to ensure effective communication, prompt corrective actions, and continuous improvement in workplace safety and risk management.

## 1. Purpose

To provide standardized procedures for identifying, reporting, documenting, and investigating all workplace incidents, accidents, near-misses, and hazards to ensure swift corrective action and regulatory compliance.

## 2. Scope

This procedure applies to all employees, contractors, and visitors within the organization's premises or during organization-sanctioned activities.

## 3. Definitions

- **Incident:** Any unplanned event that results in or could have resulted in injury, illness, property damage, or environmental harm.
- **Near-miss:** An unplanned event that did not result in injury, illness, or damage “ but had the potential to do so.
- **Hazard:** A source or situation with potential to cause harm.

## 4. Responsibilities

Role	Responsibility
All Staff	Immediate identification and reporting of incidents, near-misses, and hazards.
Supervisors/Managers	Ensure proper response, initiate documentation and investigation, and support corrective actions.
Safety Officer	Oversee incident reporting process, maintain records, and ensure corrective and preventive actions.

## 5. Procedure

1. **Immediate Response**
  - Ensure safety and provide first aid if necessary.
  - Evacuate or restrict access to the affected area if required.
2. **Identification and Notification**
  - Any staff member witnessing or discovering an incident/near-miss/hazard must report it immediately to their supervisor and/or the Safety Officer.
  - Use designated channels (verbal, phone, email, or incident reporting software) as appropriate.
3. **Documentation**
  - Complete the Incident Report Form as soon as possible, ideally within 24 hours.
  - Include all relevant information: date, time, location, persons involved, witnesses, a description of the event, and any immediate actions taken.
4. **Investigation**
  - The supervisor, with the Safety Officer, must investigate the incident within 48 hours.
  - Gather statements, review conditions, and analyze root causes.
5. **Corrective and Preventive Actions**
  - Identify and implement actions to prevent recurrence.
  - Assign responsibilities and follow up to ensure completion.
6. **Recording and Confidentiality**
  - All records must be securely maintained and access limited to authorized personnel.
  - Respect confidentiality of involved persons in all documentation and communications.
7. **Regulatory Reporting**
  - Report notifiable incidents as required by local legislation or regulatory authorities within prescribed timeframes.

## **8. Continuous Improvement**

- Review incident data periodically to identify trends and opportunities for safety improvements.
- Update procedures and provide additional training as necessary.

## **6. Documentation and Records**

- Incident Report Forms
- Investigation Reports
- Corrective Action Logs
- Correspondence with regulatory bodies (if applicable)

## **7. References**

- Local and national occupational health and safety regulations
- Company Safety Policy

## **8. Review and Revision**

This SOP will be reviewed annually or following any significant incident or change in legal requirements.