

SOP: Emergency Contact and Assistance Procedures

This SOP details **emergency contact and assistance procedures**, including protocols for promptly notifying emergency services, designated internal contacts, and key personnel during a crisis. It outlines clear steps to provide immediate assistance, ensure effective communication, and coordinate response efforts to minimize harm and facilitate swift resolution. The purpose is to ensure timely and efficient support during emergencies to protect lives and property.

1. Purpose

To provide clear and practical procedures for contacting emergency services and internal personnel to ensure a coordinated, efficient, and safe response to emergencies or crises affecting the organization.

2. Scope

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

3. Responsibilities

- **All Staff:** Immediately report emergencies according to this SOP.
- **Supervisors/Managers:** Ensure staff are trained and procedures are followed; coordinate internal response.
- **Emergency Response Team (ERT):** Lead emergency response and liaison with external agencies.

4. Emergency Contact Information

Type of Emergency	Contact	Number/Details
Fire/Medical/Police	Emergency Services	911
Internal Security	Security Desk	(###) ###-####
Facility Manager	John Doe	(###) ###-####
HR/Employee Assistance	Jane Smith	(###) ###-####

* Replace numbers with organization-specific contacts. Post contacts visibly throughout the workplace.

5. Procedures

- 1. Assess the Situation**

Quickly determine the type and severity of the emergency. Do not place yourself at risk.
- 2. Alert Emergency Services**
 - Call 911 or the local emergency number for life-threatening or critical situations.
 - Provide your name, location, nature of the emergency, and any relevant details.
- 3. Notify Internal Contacts**
 - Contact internal security and/or your supervisor as soon as safe to do so.
 - Inform the Emergency Response Team if applicable.
- 4. Provide Immediate Assistance**
 - Administer first aid if trained and it is safe to do so.
 - Assist in evacuation/shelter-in-place as per emergency plans.
- 5. Ensure Effective Communication**
 - Maintain communication with emergency services, internal contacts, and affected persons.
 - Document details and actions taken; be ready to provide updates.
- 6. Follow Up and Report**
 - Complete incident reports post-event.
 - Participate in debriefs and help implement any follow-up measures.

6. Training and Drills

- All personnel must receive training on emergency procedures and contacts yearly.
- Regular emergency drills should be conducted per organizational policy.

7. Review and Revision

- This SOP will be reviewed annually or after any major incident.
- Updates must be communicated to all staff and posted in accessible locations.

8. References

- Company Emergency Management Plan
- Local/State Health & Safety Regulations
- Occupational Safety and Health Administration (OSHA) Guidelines