

# SOP: Emergency Response and Recall Procedures

This SOP details **emergency response and recall procedures**, covering immediate actions during emergencies, communication protocols, coordination with emergency services, recall initiation and management, product identification and tracking, notification of stakeholders, containment and mitigation strategies, documentation and reporting requirements, and post-incident evaluation. The objective is to ensure rapid and effective response to emergencies and product recalls to protect public safety, comply with regulations, and minimize organizational impact.

## 1. Purpose

To establish clear procedures for emergency response and product recall, ensuring a swift, coordinated, and compliant approach to protect public health and maintain organizational integrity.

## 2. Scope

This SOP applies to all employees and departments involved in emergency response and recall procedures, including management, quality assurance, production, warehousing, and communications.

## 3. Definitions

- **Emergency:** Any unplanned event posing immediate risk to safety, health, products, or property.
- **Recall:** Removal of products from the market or distribution chain due to safety or compliance concerns.

## 4. Responsibilities

Role	Responsibility
Emergency Response Team Lead	Directs the emergency response and recall process, communicates with management and authorities.
Communications Officer	Handles internal/external communications and stakeholder notifications.
Quality Assurance	Supports identification, tracking, investigation, and documentation.
All Employees	Report incidents promptly and follow instructions.

## 5. Emergency Response Procedures

1. **Immediate Actions:** Ensure safety of personnel; evacuate and provide first aid as needed.
2. **Alert:** Notify Emergency Response Team and relevant authorities/emergency services (e.g., fire, police, medical).
3. **Containment:** Isolate affected area/products to prevent further harm.
4. **Assessment:** Evaluate situation; determine cause, extent, and potential impacts.

## 6. Recall Initiation and Management

1. **Decision to Recall:** Based on risk assessment, regulatory requirements, or external notifications.
2. **Recall Classification:** Determine class/level (immediate/voluntary/mandatory).
3. **Recall Team Activation:** Assemble Recall Response Team with defined roles.
4. **Internal Notification:** Notify key personnel and departments.
5. **External Notification:** Inform regulatory agencies, distributors, customers, and other stakeholders.

## 7. Product Identification and Tracking

1. Identify affected products (batch/lot numbers, production dates).
2. Use traceability systems to locate products in inventory, distribution, and marketplace.
3. Document all findings clearly.

## 8. Containment and Mitigation Strategies

- Quarantine affected inventory immediately.
- Stop further distribution and sales.
- Communicate clear return/removal instructions to customers and distributors.
- Implement corrective actions to prevent recurrence.

## 9. Documentation and Reporting

1. Keep detailed records of all actions, communications, and findings.
2. Complete required regulatory reports and submit within specified timelines.
3. Maintain recall files for regulatory review and future reference.

## 10. Post-Incident Evaluation

- Conduct after-action review to evaluate response effectiveness.
- Identify successes, failures, and opportunities for improvement.
- Update SOP as needed based on lessons learned.
- Provide training to staff based on updated procedures.

## 11. Training

All personnel must be trained on emergency response and recall procedures annually, with additional training following any significant updates to this SOP.

## 12. References

- Applicable national and local regulations on emergency response and product recall
- Internal risk management and traceability policies

## 13. Revision History

Date	Revision	Description	Approved By
2024-06-11	1.0	Initial issue	SOP Committee