

SOP Template: Transport Completion Documentation and Incident Reporting

This SOP establishes the procedures for **transport completion documentation and incident reporting**, ensuring accurate recording of transport activities, verification of delivery completion, and systematic reporting of any incidents or damages occurring during transport. The goal is to maintain transparency, accountability, and prompt resolution of issues to enhance overall transport safety and efficiency.

1. Purpose

To ensure all transport activities are documented appropriately, with clear verification of completion and comprehensive reporting of any incidents, including damages, delays, or irregularities.

2. Scope

This procedure applies to all personnel involved in arranging, executing, and managing transport operations, including drivers, logistics staff, and management.

3. Responsibilities

- **Drivers/Transport Personnel:** Complete and submit transport documentation; report any incidents immediately.
- **Logistics Staff:** Verify documentation and coordinate resolution of reported incidents.
- **Supervisors/Managers:** Review reports, investigate incidents, and implement corrective actions as needed.

4. Procedure

1. **Transport Completion Documentation**
 - a. **Upon Arrival at Delivery Point:**
 - Confirm delivery location and recipient identity.
 - Unload goods as per delivery instructions.
 - b. **Document Handover:**
 - Obtain delivery confirmation signature from recipient.
 - Record date, time, and any relevant remarks on delivery note or electronic form.
 - Capture photographic evidence of delivered goods if required.
 - c. **Submission:**
 - Submit completed documentation to logistics office within the designated timeframe (e.g., within 24 hours).
 - Retain copies as per company policy.
2. **Incident Reporting**
 - a. **Immediate Actions:**
 - Ensure safety of personnel and cargo.
 - Communicate with supervisor or logistics coordinator immediately.
 - b. **Report Preparation:**
 - Complete incident report form including:
 - Date, time, and location of incident
 - Description of incident (nature, cause, parties involved)
 - Photographs or supporting evidence
 - Actions taken at the scene
 - c. **Submission and Follow-up:**
 - Submit report to supervisor/manager within the same day where feasible.
 - Participate in any further investigation as required.
 - Assist with corrective or preventive actions as instructed.

5. Documentation and Records

Document	Retention Period	Storage Location
Transport Completion Form/Delivery Note	1 year	Logistics Office / Electronic System
Incident Report	3 years	Incident File / Electronic System

Photographic Evidence	3 years	Incident File / Electronic System
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6. References

- Company Policy on Transport Safety
- Incident Reporting Form Template
- Relevant Regulations and Standards

7. Revision History

Version	Date	Description	Author
1.0	2024-06-13	Initial creation	Logistics Dept.