

SOP: Emergency Response and Incident Management

This SOP details the **emergency response and incident management** procedures, including immediate actions during emergencies, communication protocols, roles and responsibilities, incident documentation, and post-incident review. The aim is to ensure a swift, organized, and effective response to minimize harm to personnel, property, and the environment while maintaining regulatory compliance and continuous improvement of safety practices.

1. Purpose

To establish standardized procedures for responding to emergencies and managing incidents to protect life, health, property, and the environment.

2. Scope

This SOP applies to all personnel within the facility, including employees, contractors, and visitors.

3. Definitions

Term	Definition
Incident	An unplanned event that has or could result in injury, illness, damage, or disruption.
Emergency	A serious situation requiring immediate action to prevent significant harm.
Incident Commander	Person designated to lead the emergency response.

4. Roles and Responsibilities

- **All Personnel:** Report all incidents/emergencies immediately, follow evacuation and safety procedures.
- **Incident Commander:** Directs emergency response, communicates status, delegates tasks.
- **Safety Officer:** Ensures safe response actions, assists in evacuation and first aid.
- **First Aiders/Medical Responders:** Provide medical assistance as required.
- **Security:** Control site access and assist with evacuation as directed.

5. Emergency Response Procedures

1. **Immediate Actions:**
 - Assess the situation and raise the alarm (verbally or via installed systems).
 - Evacuate personnel if required, following posted evacuation routes.
 - Provide first aid if safe to do so and call emergency services (**dial 911** or local equivalent).
 - Shut down equipment/processes only if safe and time permits.
2. **Communication Protocols:**
 - Notify the Incident Commander or designated authority immediately.
 - Maintain open communication with responders and keep personnel informed.
 - Use pre-established call trees or notification apps if available.
3. **Accountability:**
 - Perform headcounts at assembly points.
 - Report missing persons to emergency responders.

6. Incident Documentation

1. Complete Incident Report Form (see Appendix).
2. Document times, actions taken, and individuals involved.
3. Collect witness statements as soon as practical.
4. Secure any evidence or areas relevant to the incident.

7. Post-Incident Review

1. Conduct a debrief with involved personnel.

2. Identify root causes and contributing factors.
3. Implement corrective and preventive actions.
4. Review and update SOPs/processes as necessary.

8. Training and Drills

- Provide annual emergency response training to all staff.
- Conduct regular drills to test emergency procedures and response times.
- Document all training and drills for compliance purposes.

9. References

- OSHA Standards 29 CFR 1910.38 (Emergency Action Plans)
- Local fire/emergency management codes
- Company Emergency Response Manual

10. Appendix: Sample Incident Report Form

Incident Date/Time:	_____
Location:	_____
Persons Involved:	_____
Description of Incident:	_____
Immediate Actions Taken:	_____
Witnesses:	_____
Reported by:	_____ Date: _____