

Standard Operating Procedure (SOP): Escalation

Process for Urgent or Emergency Situations

This SOP defines the **escalation process for urgent or emergency situations**, detailing the step-by-step procedure for promptly identifying, communicating, and addressing critical incidents. It includes criteria for escalation, roles and responsibilities of involved personnel, communication protocols, response timelines, and documentation requirements to ensure timely resolution and minimize impact on operations and safety.

1. Scope

This SOP applies to all employees and contractors involved in the identification, reporting, and management of urgent or emergency situations within the organization.

2. Definitions

- **Urgent Situation:** An incident that requires immediate attention but does not pose an immediate threat to life, property, or environment.
- **Emergency Situation:** An incident causing or with the potential to cause serious harm to people, property, or environment, requiring immediate coordinated response.
- **Escalation:** The process of raising the level of response or decision-making authority due to severity or lack of resolution at the current level.

3. Criteria for Escalation

- Injury or threat to health and safety
- Significant disruption to business operations
- Damage to company property or assets
- Security or data breach
- Regulatory or legal non-compliance
- Failure to resolve issue within predefined response timeline

4. Roles and Responsibilities

| Role | Responsibility |
|--------------------------------|--|
| Employee / Initial Responder | Identify and report the incident according to procedure; provide immediate safety measures if safe to do so. |
| Supervisor / Manager | Assess incident severity; initiate escalation if criteria are met; communicate with higher management. |
| Crisis/Emergency Response Team | Coordinate and manage response; ensure proper communication and documentation. |
| Executive Management | Make strategic decisions if required; liaise with external authorities; authorize additional resources. |

5. Escalation Process Steps

1. **Identify:** All personnel must promptly recognize and assess any urgent or emergency situation.
2. **Report:** Immediately notify supervisor/manager via established communication channel (phone, radio, platform,

etc.).

- 3. **Assess:** Supervisor evaluates incident to determine if escalation is required based on set criteria.
- 4. **Escalate:** If escalation is required, supervisor escalates to next level (e.g., Crisis Team) and provides all available information.
- 5. **Respond:** Crisis Team coordinates response, provides instructions, and mobilizes additional resources as needed.
- 6. **Communicate:** Maintain ongoing communication with all involved parties and provide regular updates.
- 7. **Document:** Log all actions, communications, and outcomes in incident management system.
- 8. **Review:** After incident closure, review response and update procedures as necessary.

6. Communication Protocols

- Use primary communication channels (e.g., phone, radio, messaging app)
- Notify key stakeholders as identified in emergency contact lists
- Use clear, concise language – include nature of incident, location, persons involved, immediate actions taken
- Escalation should be confirmed as received at each level

7. Response Timelines

| Incident Type | Initial Response Time | Escalation Timeframe |
|---------------|------------------------------|---|
| Urgent | Within 15 minutes | Escalate if not resolved within 1 hour |
| Emergency | Immediate (within 5 minutes) | Escalate to highest authority without delay |

8. Documentation Requirements

- Complete incident report within 24 hours of the event
- Maintain escalation logs including times, actions, and personnel involved
- Store all documentation per company record retention guidelines
- Review and analyze data for trends and improvements

9. References

- Company Emergency Response Policy
- Local Regulatory Requirements
- Business Continuity Plan

10. Revision History

| Version | Date | Description | Author |
|---------|------------|---------------------|------------------|
| 1.0 | 2024-06-01 | Original SOP issued | [Your Name/Dept] |