

# SOP Template: Incident Reporting and Communication with Authorities

This SOP details the procedures for **incident reporting and communication with authorities**, outlining the steps for timely and accurate documentation of incidents, notifying relevant authorities, maintaining clear communication channels, and ensuring compliance with legal and regulatory requirements. The goal is to enhance transparency, facilitate prompt response, and support effective investigation and resolution of incidents.

## 1. Purpose

To establish a standardized procedure for reporting incidents and communicating with external authorities to ensure compliance, transparency, and effective incident management.

## 2. Scope

This SOP applies to all employees, contractors, and stakeholders involved in the identification, documentation, and reporting of incidents within the organization.

## 3. Definitions

Term	Definition
Incident	Any event that could negatively impact the organization, its stakeholders, assets, or reputation.
Authorities	Government agencies, regulators, or law enforcement bodies with jurisdiction over the incident.
Incident Report	Documentation containing details of the incident, actions taken, and communications made.

## 4. Responsibilities

- **Employees:** Promptly report all incidents to their supervisor or designated personnel.
- **Supervisors/Managers:** Ensure incidents are documented and communicated following this SOP.
- **Incident Response Team:** Assess, investigate, notify authorities, and coordinate communication.
- **Compliance Officer:** Ensure all reports meet regulatory requirements.

## 5. Procedure

- 1. Incident Identification**
  - Identify and assess potential incidents promptly.
  - Gather immediate information and ensure safety.
- 2. Incident Documentation**
  - Complete an Incident Report Form with details including date, time, persons involved, description, and initial actions taken.
  - Store the report securely in the incident management system.
- 3. Internal Notification**
  - Notify the relevant supervisor/manager without delay.
  - Escalate to the Incident Response Team as necessary.
- 4. Authority Notification**
  - Determine if the incident requires notifying external authorities based on nature and severity.
  - Communicate with the appropriate authority using designated channels (phone, email, or online reporting system).
  - Document all communications with authorities.
- 5. Ongoing Communication**
  - Maintain regular updates with authorities as requested.
  - Inform all internal stakeholders of developments and resolutions.
- 6. Incident Closure and Review**
  - Conduct a debrief to evaluate the response and identify lessons learned.

- Update protocols if necessary to prevent recurrence.

## **6. Documentation and Records**

- Maintain all incident reports, communications with authorities, and investigation records for a minimum period as specified by law or internal policy.
- Ensure confidentiality and secure storage of sensitive information.

## **7. References**

- Relevant laws, regulations, and standards (specify as applicable)
- Internal policies and procedures

## **8. Review**

This SOP must be reviewed annually or following a significant incident to ensure its continued adequacy and effectiveness.