

# SOP: Incident Reporting and Documentation Standards

This SOP establishes **incident reporting and documentation standards** to ensure accurate, timely, and consistent recording of workplace incidents. It covers procedures for identifying reportable incidents, roles and responsibilities in reporting, required documentation formats, confidentiality and data protection, incident investigation protocols, and follow-up actions. The goal is to improve workplace safety, facilitate compliance with regulatory requirements, and support continuous improvement through effective incident analysis and record-keeping.

## 1. Purpose

To provide clear guidance for the reporting, documentation, and follow-up of workplace incidents, thereby ensuring organizational safety, regulatory compliance, and continuous improvement.

## 2. Scope

This SOP applies to all employees, contractors, and visitors within the organization.

## 3. Definitions

- **Incident:** Any unplanned event that results in or could have resulted in injury, illness, damage, or loss.
- **Reportable Incident:** An incident that meets criteria for mandatory reporting under legal or organizational policies.

## 4. Responsibilities

Role	Responsibility
All Employees	Identify and report all incidents promptly to their supervisor.
Supervisors/Managers	Review and document incidents, initiate investigations, and ensure proper follow-up.
Safety Officer	Maintain incident records, ensure compliance with documentation protocols, and provide reports to management.
HR/Compliance	Safeguard incident data and ensure data protection and confidentiality standards are met.

## 5. Procedure

1. **Identify Incident:** Any employee witnessing or involved in an incident must notify their supervisor immediately.
2. **Initial Reporting:** Complete an *Incident Report Form* within 24 hours (see Section 6 for documentation format).
3. **Documentation:**
  - Record all relevant details: who, what, when, where, event description, immediate actions taken, witnesses, and evidence collected.
  - Use standardized forms (see Section 6).
4. **Notification:** Supervisor notifies Safety Officer and HR/Compliance if regulatory reporting is required.
5. **Investigation:** Initiate a formal investigation for serious incidents using established investigation procedures. Document findings and corrective actions.
6. **Follow-Up:** Monitor implementation of corrective measures and reassess risks as needed.
7. **Closure:** Close out incident in records once all actions are completed. Maintain documentation for required retention period.

## 6. Documentation Format

Use the organization's standard **Incident Report Form**, which must include at minimum:

- Date and time of incident
- Location
- Persons involved
- Incident description
- Immediate actions taken
- Injury/illness details (if applicable)
- Witnesses
- Photographs or evidence
- Reporting staff signature and date

- Supervisor/Manager review and signature

## 7. Confidentiality & Data Protection

- Access to incident documentation is restricted to authorized personnel only.
- Incident records must be secured per organizational data protection policies.
- Personal information in incident records must be handled in line with privacy and legal requirements.

## 8. Review and Continuous Improvement

- Periodic reviews of incident trends and reports shall be conducted to identify improvement opportunities.
- This SOP will be reviewed annually or as changes in legislation or organizational operations occur.

## 9. References

- Workplace Health & Safety Regulations
- Organizational Data Protection Policy
- Incident Report Form Template

## 10. Appendix

### Sample Incident Report Form:

Incident Report Form (Sample)	
Date/Time:	
Location:	
Description:	
Persons Involved:	
Injuries/Illness (Y/N):	
Immediate Actions:	
Witnesses:	
Photos/Evidence:	
Reported by (Name/Signature/Date):	
Supervisor Review (Name/Signature/Date):	