

# Standard Operating Procedure (SOP)

## Incident Reporting and Emergency Response Protocols

This SOP details **incident reporting and emergency response protocols**, including the procedures for promptly reporting accidents, injuries, and hazardous situations, steps for effective emergency response, communication channels during emergencies, roles and responsibilities of personnel, documentation requirements, and follow-up actions. The objective is to ensure a timely and coordinated response to incidents, minimize risks, and improve overall safety and compliance within the organization.

### 1. Purpose

To establish systematic procedures for reporting incidents and coordinating emergency responses, thereby ensuring organizational safety, compliance, and continual improvement.

### 2. Scope

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

### 3. Definitions

- **Incident:** Any unplanned event that results in or could result in injury, illness, damage, loss, or a hazardous situation.
- **Emergency:** A serious, unexpected situation that requires immediate action.

### 4. Responsibilities

Role	Responsibilities
All Personnel	Immediately report incidents, follow emergency instructions, participate in training, and cooperate with investigations.
Supervisors/Managers	Ensure incidents are reported, initiate emergency protocols, communicate with emergency services, complete documentation, and oversee corrective actions.
Health & Safety Officer	Oversee incident reporting, maintain records, conduct investigations, review and update protocols.
Emergency Response Team	Respond to emergencies following procedures, assist in evacuation/rescue, coordinate with authorities.

### 5. Incident Reporting Procedures

1. Promptly notify supervisor/manager of any accident, injury, or hazardous situation.
2. If applicable, provide first aid and remove immediate dangers (if safe to do so).
3. Complete an Incident Report Form within 24 hours of the event.
4. Submit the form to the Health & Safety Officer for review and action.

### 6. Emergency Response Procedures

1. Activate the nearest alarm or notify others immediately.
2. Follow the established evacuation plan or emergency instructions.
3. Contact emergency services (e.g., fire, police, ambulance) as appropriate.
4. Assemble at designated muster points and account for all personnel.
5. Do not re-enter affected areas until clearance is given by authorities.

### 7. Communication Channels

- Emergency contact numbers posted at key locations.
- Internal messaging systems (e.g., PA, radios, SMS alerts).
- Immediate supervisor/manager notification procedure.

## 8. Documentation Requirements

- Complete all incident reports accurately and in detail.
- Retain records for a minimum of 3 years or per regulatory requirements.
- Document all emergency drills, responses, and follow-up actions.

## 9. Follow-up Actions

1. Investigation of incident causes by the Health & Safety Officer.
2. Implementation of corrective and preventive actions.
3. Review of protocols and policies for improvement.
4. Communication of lessons learned to all staff.

## 10. Training & Drills

- Conduct regular training on incident reporting and emergency response procedures.
- Hold periodic emergency drills and evaluate results.

## 11. Review & Revision

This SOP will be reviewed annually, or after an incident, to ensure effectiveness and compliance with regulations.

## 12. References

- Relevant local, state, and federal regulations
- Organization's health and safety policy

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_