SOP Template: Post-trip Debrief, Incident Reporting, and Feedback Collection

This SOP details the **post-trip debrief, incident reporting, and feedback collection** process, ensuring systematic review and documentation of trip activities. It emphasizes the importance of conducting thorough debrief sessions, accurately reporting any incidents or safety concerns, and gathering constructive feedback from participants to improve future trip planning and execution. The procedure promotes accountability, enhances safety protocols, and supports continuous improvement through clear communication and comprehensive record-keeping.

1. Purpose

To ensure consistent, transparent, and effective post-trip processes, including debriefing, incident reporting, and feedback collection for all company-organized trips.

2. Scope

This SOP applies to all trip leaders, staff, and participants involved in company-sponsored trips and excursions.

3. Responsibilities

- **Trip Leader:** Lead the debrief, collect feedback, and submit incident reports.
- **Participants:** Participate in debriefing and feedback processes.
- **Management:** Review incident reports and feedback, implement corrective actions as needed.

4. Procedure

1. **Post-trip Debrief Session**
    - Within 48 hours of trip completion, schedule and conduct a debrief session including all key staff and willing participants.
    - Discuss trip objectives, outcomes, challenges, lessons learned, and support received.
    - Document summary notes and action items using the **Debrief Summary Form**.
2. **Incident Reporting**
    - Identify and discuss any incidents, injuries, near misses, or safety concerns during the debrief session.
    - Complete an **Incident Report Form** for each event.
    - Submit reports to Management within 24 hours post-debrief.
    - Follow up on required corrective actions as assigned.
3. **Feedback Collection**
    - Distribute a **Trip Feedback Survey** to all participants within 3 days of trip completion.
    - Collect responses anonymously, if possible, to ensure candid feedback.
    - Summarize feedback, highlight positive aspects and areas for improvement.
4. **Documentation & Record-keeping**
    - All forms (Debrief Summary, Incident Reports, Feedback) must be stored securely according to data retention policy.
    - Management to review trends at least quarterly for continuous improvement.

5. Forms and Tools

Form/Tool	Description
Debrief Summary Form	Captures key points and action items from the post-trip debrief session.
Incident Report Form	Documents any incidents, injuries, or safety concerns that occurred during the trip.
Trip Feedback Survey	Collects anonymous feedback from participants regarding trip planning, safety, logistics, and overall satisfaction.

6. Continuous Improvement

- Analyze feedback and incident reports regularly to identify recurring issues and opportunities for training.
- Update SOPs, training content, and safety protocols as needed based on collected data.

7. References

- Company Safety and Risk Management Policy
- Data Protection and Retention Guidelines
- Trip Planning SOP

8. Revision History

Date	Version	Description	Author
2024-06-01	1.0	Initial release	Team SOP