

# SOP Template: Timelines and Channels for Incident Reporting Submission

This SOP defines the **timelines and channels for incident reporting submission**, ensuring that all incidents are reported promptly and through the appropriate communication methods. It specifies the required timeframes for initial notification, detailed report submission, and follow-up updates. The protocol includes designated reporting channels such as direct supervisor communication, digital reporting systems, and emergency hotlines to facilitate accurate and timely information flow. Adhering to these guidelines enhances organizational safety, supports incident investigation, and promotes compliance with regulatory requirements.

## 1. Scope

- All staff, contractors, and relevant stakeholders.
- Applicable to all types of workplace incidents, including near misses and emergencies.

## 2. Timelines for Incident Reporting

| Activity                            | Required Timeline   | Responsible Party                   |
|-------------------------------------|---|-------------------------------------|
| Initial Notification                | Immediately, or within 1 hour of discovering the incident | Employee/Witness                    |
| Detailed Incident Report Submission | Within 24 hours of incident occurrence                    | Employee/Supervisor                 |
| Follow-up Updates                   | As requested, or within 48 hours of a significant update  | Investigator/Responsible Department |

## 3. Reporting Channels

- **Direct Supervisor Communication:** Immediate verbal or written report.
- **Digital Reporting System:** Submission through the company's incident management platform (e.g., intranet form or app).
- **Emergency Hotline:** For urgent and high-severity incidents; available 24/7.
- **Email Notification:** To designated safety or compliance email addresses, if digital systems are unavailable.

## 4. Reporting Process

1. Upon identifying or witnessing an incident, communicate with your direct supervisor or use the emergency hotline if urgent.
2. Complete the digital incident report form within the designated timeframe.
3. Supervisor reviews and forwards the report to the safety/compliance department.
4. Safety/compliance team investigates and provides follow-up updates as necessary.

## 5. Compliance and Record Keeping

- All incident reports must be documented in the digital reporting system for audit and compliance purposes.
- Reports should be retained in line with organizational data retention policies and legal requirements.

## 6. Contacts

**Emergency Hotline:** xxx-xxx-xxxx  
**Safety Department Email:** safety@company.com  
**Incident Reporting Portal:** <https://intranet.company.com/incident>