

# SOP: Incident Reporting and Record-Keeping for Visitor Activities

This SOP defines **incident reporting and record-keeping for visitor activities**, detailing the process for promptly documenting any incidents involving visitors, including accidents, injuries, or safety concerns. It covers the roles and responsibilities for reporting incidents, the proper methods for recording details, the use of standardized forms, and the requirements for maintaining accurate and secure records. The objective is to ensure transparency, compliance with safety regulations, and continuous improvement in visitor safety management.

## 1. Purpose

To establish a standardized procedure for reporting and recording incidents involving visitors, ensuring transparency, compliance with safety regulations, and continuous improvement in visitor safety.

## 2. Scope

This SOP applies to all staff members who interact with or oversee visitor activities within the organization's premises or events.

## 3. Definitions

- Incident:** Any event involving a visitor that results in injury, illness, property damage, or raises safety or security concerns.
- Visitor:** Any non-employee present on the organization's premises or events.
- Incident Report:** A standardized form for documenting the details of an incident.

## 4. Roles and Responsibilities

Role	Responsibility
All Staff	Immediately report any observed or reported incidents involving visitors.
Supervisor/Manager	Review incident reports, ensure proper documentation, and initiate follow-up actions if necessary.
Safety Officer	Maintain incident records, ensure data security, conduct investigations, and report to regulatory bodies as required.

## 5. Procedure

- Immediate Response:** Attend to the visitor's safety and medical needs first. Contact emergency services if required.
- Notification:** Notify the Supervisor/Manager of the incident without delay.
- Documentation:**
  - Complete the Incident Report Form as soon as possible, ideally within one hour of the event.
  - Include detailed information:
    - Date and time of incident
    - Name(s) and contact information of involved visitor(s)
    - Description of incident
    - Actions taken (first aid, evacuation, etc.)
    - Names/contact of witnesses
    - Signature of reporting staff
- Submission:** Submit the completed form to the Safety Officer or designated record-keeper.
- Review and Follow-up:** Supervisor/Manager and Safety Officer review the report and determine corrective/preventive actions if necessary.
- Record Keeping:**
  - Incident reports are stored securely (physical or digital as per policy) for a minimum of five years.
  - Access is restricted to authorized personnel only.
- Continuous Improvement:** Regularly review incident records to identify trends and implement safety

improvements.

## 6. Standard Forms

Use the approved **Incident Report Form**, available from the Safety Office or organizational intranet. Do not alter the standard format.

## 7. Record Retention and Security

- All incident records must be retained for at least five (5) years.
- Records must be stored securely, either in locked cabinets or encrypted digital databases.
- Only authorized personnel may access, review, or disclose incident records.
- Records may only be released to regulatory authorities or law enforcement when legally required.

## 8. Review and Revision

This SOP shall be reviewed annually and updated as necessary to comply with regulatory changes or to address findings from incident trends.

## 9. References

- Occupational Health and Safety Regulations
- Organizational Security and Privacy Policies
- Incident Reporting Guidelines