

SOP: Incident Reporting and Resolution Process

This SOP details the **incident reporting and resolution process**, covering the steps for identifying, documenting, and reporting incidents promptly, investigating the root causes, implementing corrective actions, and monitoring the effectiveness of resolutions. The goal is to ensure timely communication, prevent recurrence, improve workplace safety, and maintain compliance with regulatory requirements.

1. Purpose

To define the standard process for reporting and resolving workplace incidents, ensuring timely, effective, and compliant management of all incidents to promote safety and continuous improvement.

2. Scope

This procedure applies to all employees, contractors, and visitors at [Organization Name] facilities.

3. Definitions

- **Incident:** Any unplanned event that causes or could have caused injury, illness, damage, or disruption.
- **Corrective Action:** Action taken to eliminate the cause of a detected incident or nonconformity.
- **Root Cause:** The fundamental reason for the occurrence of an incident.

4. Responsibilities

- **Employees:** Immediately report incidents to their supervisor and participate in investigations as required.
- **Supervisors/Managers:** Ensure incidents are reported, documented, investigated, and corrective actions are implemented and followed up.
- **Safety Officer/Committee:** Facilitate investigations, provide guidance, and maintain records.

5. Procedure

1. **Identification & Reporting**
 - Identify incidents immediately after occurrence or discovery.
 - Notify the supervisor or designated contact without delay.
 - Complete the Incident Report Form within 24 hours of occurrence.
2. **Documentation**
 - Record all relevant details:
 - Date, time, and location of incident
 - Persons involved
 - Description of incident
 - Immediate actions taken
 - Attach supporting evidence (photos, witness statements, etc.).
3. **Investigation**
 - Supervisor or safety officer initiates investigation within 48 hours.
 - Determine root cause using investigation tools (e.g., 5 Whys, Fishbone Diagram).
 - Document findings and recommendations.
4. **Corrective Actions**
 - Develop and implement measures to address immediate concerns and root causes.
 - Assign responsibilities and deadlines for corrective actions.
5. **Monitoring & Effectiveness**
 - Track completion of corrective actions.
 - Review outcomes and monitor for recurrence.
 - Adjust procedures as necessary to prevent future incidents.
6. **Communication & Reporting**
 - Communicate findings and actions to all relevant personnel.
 - Report incident trends and statistics in regular safety meetings.
7. **Record Keeping**
 - Maintain incident reports and investigation records for at least [X] years, in compliance with regulatory requirements.

6. Review & Continuous Improvement

- Regularly review incident data to identify trends.

- Update this SOP as necessary to reflect changes in legislation, best practices, or organizational needs.

7. Related Documents & Forms

- Incident Report Form
- Corrective Action Log
- Investigation Checklist
- Regulatory Guidelines

Document Control:

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