

SOP Template: Collaboration Procedures with Emergency Services

This SOP defines **collaboration procedures with emergency services** including EMS, fire, and police agencies. It emphasizes clear communication protocols, designated points of contact, coordination of roles and responsibilities during emergencies, information sharing practices, joint training exercises, and timely reporting mechanisms. The goal is to ensure effective cooperation and rapid response to protect lives, property, and the environment during critical incidents.

1. Purpose

To establish standardized procedures for collaboration with emergency services (EMS, fire, police) to enable an effective and coordinated response to all emergency situations.

2. Scope

This SOP applies to all staff, security, and safety officers responsible for emergency management and response coordination with external agencies.

3. Definitions

- **EMS:** Emergency Medical Services
- **Fire Services:** Local and regional fire departments
- **Police Services:** Law enforcement agencies

4. Responsibilities

Role	Responsibilities
Emergency Coordinator	Primary liaison; initiates contact with agencies; oversees implementation of this SOP
All Staff	Report incidents promptly; follow emergency instructions; participate in training
Security/Safety Officers	Coordinate onsite emergency response; ensure safe access for EMS, fire, and police; assist agency personnel

5. Procedures

- 1. Communication Protocols**
 - Establish a 24/7 emergency contact list for EMS, fire, and police, reviewed and updated semi-annually.
 - All communications with emergency agencies shall be via designated points of contact (POCs).
 - Utilize established radio, phone, or digital channels depending on the type of emergency.
- 2. Activation and Notification**
 - Immediately activate emergency response plans upon incident detection.
 - Notify EMS, fire, and/or police as appropriate, providing: location, nature of emergency, hazards, and onsite contact name.
- 3. Coordination of Roles/Responsibilities**
 - On arrival, provide emergency services with situational updates and site access.
 - Assign staff to assist agency personnel and facilitate access to critical infrastructure and information.
- 4. Information Sharing**
 - Share relevant and timely information with EMS, fire, and police as permitted by law and policy.
- 5. Joint Training Exercises**
 - Conduct periodic joint training and drills with emergency services at least annually.
- 6. Reporting Mechanisms**
 - Document incident details and actions taken.
 - Submit post-incident reports to relevant authorities within 24 hours.

6. Review and Updates

This SOP shall be reviewed annually or after any significant incident, and updated in coordination with relevant emergency service agencies.

7. References

- Emergency Management and Response Policies
- Local and National Emergency Service Protocols
- Internal Communication Plans