

# Standard Operating Procedure (SOP): Communication Protocol for Notifying Relevant Departments

This SOP defines the **communication protocol for notifying relevant departments** to ensure timely and accurate information flow across the organization. It outlines the procedures for identifying key stakeholders, selecting appropriate communication channels, notification timelines, message content standards, and escalation processes to enhance coordination and response efficiency. The goal is to streamline internal communication, reduce misunderstandings, and support effective decision-making during routine operations and emergencies.

## 1. Purpose

To provide clear guidelines for communicating essential information to all relevant departments, ensuring consistency, timeliness, and accountability.

## 2. Scope

This SOP applies to all employees responsible for communicating information, events, updates, or incidents to other departments within the organization.

## 3. Responsibility

- Originating Department/Staff:** Identify and notify relevant departments promptly and accurately.
- Managers/Supervisors:** Ensure compliance with this SOP and provide guidance to staff.
- Recipients:** Acknowledge receipt and act upon communicated information as needed.

## 4. Procedure

- Identify Relevant Departments/Stakeholders**
  - Determine all departments impacted by or required to act on the information/event.
- Select Communication Channels**

Notification Type	Primary Channel	Backup Channel
Routine Update	Email	Internal Portal/Chat
Urgent/Incident	Phone/Instant Messaging	Email
Company-Wide	Email/Bulletin	Meetings/Notices

- Establish Notification Timelines**
  - Routine notifications: within 24 hours.
  - Urgent notifications: within 30 minutes of knowledge.
  - Escalations: immediately upon determination of need.
- Standardize Message Content**
  - Subject/Title: Summarize the topic and urgency.
  - Body: Clearly state the details (what, when, where, who), required action, and contacts for questions.
  - Attachments: Include supporting documents if applicable.
- Confirmation & Documentation**
  - Obtain acknowledgment of receipt from relevant departments.
  - Document notifications for audit trail (e.g. logbook, email archive).
- Escalation Process**
  - If no response within designated timeline, escalate to supervisor/management according to the escalation matrix.

## 5. Escalation Matrix

Scenario	First Point of Contact	Next Level	Final Escalation
No Acknowledgment	Line Manager	Department Head	Executive Management
Critical Incident	Immediate Supervisor	Incident Response Team	CEO/Board

---

## 6. Review and Revision

- This SOP is to be reviewed annually or after any major incident to ensure its effectiveness.
- Suggestions for improvement are encouraged and can be submitted to the Quality Department.

## 7. References

- Company Communication Policy
- Incident Reporting Procedures
- Record Retention Guidelines

## 8. Document Control

Version	1.0
Effective Date	[Insert Date]
Review Date	[Insert Date]
Approval	[Approver Name/Title]