

# Standard Operating Procedure (SOP)

## Handling and Reporting of Incidents or Accidents

This SOP details the **handling and reporting of incidents or accidents** within the workplace. It covers immediate response actions, proper documentation, notification protocols to relevant authorities, investigation procedures, and follow-up measures to prevent recurrence. The goal is to ensure timely and effective management of incidents to safeguard employee safety, comply with regulatory requirements, and promote a culture of continuous improvement in health and safety practices.

### 1. Purpose

To provide clear guidelines for the prompt and effective handling and reporting of all workplace incidents or accidents.

### 2. Scope

This SOP applies to all employees, contractors, and visitors within the organization's premises.

### 3. Definitions

Term	Definition
Incident	An unplanned event that does not cause injury or damage but has the potential to do so.
Accident	An unplanned event that results in injury, illness, or property/environmental damage.
Near Miss	An incident where no injury or damage occurred but could have under different circumstances.

### 4. Responsibilities

- **All Employees:** Report incidents/accidents immediately and assist in response if safe to do so.
- **Supervisors/Managers:** Ensure prompt action, documentation, and notification to Health & Safety or HR.
- **Health & Safety/HR:** Investigate, report to authorities if required, and implement corrective actions.

### 5. Procedure

1. **Immediate Response**
  - Ensure safety of all personnel; provide first aid if required.
  - Remove the injured person only if necessary to prevent further harm.
  - Isolate the area if possible to prevent secondary incidents.
2. **Reporting**
  - Report the incident/accident to the supervisor or manager without delay.
  - Complete the Incident/Accident Report Form within 24 hours.
3. **Notification**
  - Supervisor/Manager informs Health & Safety, HR, and if serious, the relevant external authorities as per regulation.
4. **Investigation**
  - Health & Safety or designated committee conducts a thorough investigation.
  - Document causes, contributing factors, and collect witness statements.
5. **Follow-up Actions**
  - Implement corrective and preventive actions as identified from the investigation.
  - Communicate learning points to all staff.
6. **Record Keeping**
  - All records to be kept securely for the period required by law and company policy.

### 6. References

- Occupational Health & Safety Act
- Local workplace safety regulations
- Company-specific policies on health, safety, and incident management

## 7. Appendices

- Incident/Accident Report Form (template)
- Emergency Contact List
- Checklist for Incident Investigation