

# Standard Operating Procedure (SOP)

## Emergency Contact and Incident Reporting Procedures

This SOP establishes **emergency contact and incident reporting procedures** to ensure timely and accurate communication during emergencies. It outlines the steps for reporting incidents, identifying key contacts, and documenting events to facilitate effective response and follow-up. Adhering to these procedures enhances workplace safety, supports compliance with legal requirements, and promotes prompt resolution of incidents.

### 1. Purpose

To provide clear, concise steps for contacting the appropriate personnel in the event of an emergency and for reporting and documenting incidents efficiently and accurately.

### 2. Scope

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

### 3. Key Contacts

Role	Name	Contact Number	Email
Emergency Services (Police/Fire/EMS)	-	911 (or applicable local number)	-
Health and Safety Officer	Jane Doe	555-123-4567	hsofficer@company.com
Facility Manager	John Smith	555-987-6543	facilities@company.com
HR Department	-	555-555-1212	hr@company.com

### 4. Emergency Contact Procedures

1. Immediately contact emergency services (e.g., 911) if there is imminent danger to life, health, or property.
2. After emergency services have been contacted, notify the Health and Safety Officer and Facility Manager as soon as possible.
3. Follow instructions from emergency responders and the designated Health and Safety personnel.

### 5. Incident Reporting Procedures

1. **Immediate Response:**
  - Ensure safety of all personnel.
  - Contain the incident if it is safe to do so.
2. **Notification:**
  - Report the incident to the Health and Safety Officer or supervisor immediately.
  - Provide details including:
    - Date and time of incident
    - Location
    - Description of incident
    - Persons involved or affected
    - Immediate actions taken
3. **Documentation:**
  - Complete an Incident Report Form within 24 hours of the event.
  - Submit the form to the Health and Safety Officer and HR Department.
4. **Follow-Up:**
  - Assist with any follow-up investigation as required.
  - Participate in debriefings or corrective action planning if necessary.

### 6. Record Keeping

- All incident reports must be retained for a minimum of 5 years or as required by law.
- Records should be stored securely and accessed only by authorized personnel.

### 7. Review and Training

- This SOP will be reviewed annually and updated as needed.

- All employees must receive training on these procedures during onboarding and at least once per year.

## **8. References**

- Occupational Health and Safety Act
- Organization's Safety Policy
- Incident Report Form (Company Intranet / HR Portal)

**In case of emergency, always prioritize personal safety and immediately notify the appropriate authorities.**