

# Standard Operating Procedure (SOP): First Aid and Medical Response Procedures

## 1. Purpose

This SOP details the **first aid and medical response procedures**, covering immediate care for injuries and illnesses, proper use of first aid kits and medical supplies, roles and responsibilities during medical emergencies, communication protocols with medical professionals, and documentation of incidents. It aims to ensure prompt and effective medical assistance to minimize harm and promote recovery in the workplace.

## 2. Scope

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

## 3. Responsibilities

- **First Aid Responders:** Provide immediate assistance, use first aid kits as required, and document actions taken.
- **Supervisors/Managers:** Ensure availability and accessibility of first aid supplies, maintain training records, and facilitate communication during incidents.
- **All Employees:** Report injuries/illnesses promptly and cooperate during emergencies.
- **HR/Health & Safety Officers:** Review incident reports and coordinate external medical support if needed.

## 4. Procedure

### 1. Immediate Assessment

- Assess the scene for safety before approaching.
- Check the injured/ill person's responsiveness and breathing.
- Call for help if required.

### 2. Initiate First Aid

- Use PPE (personal protective equipment) as appropriate.
- Deliver necessary first aid (e.g., control bleeding, CPR, treat burns).
- Do not move injured person unless they are in danger.

### 3. Contact Emergency Services

- Call emergency number (e.g., 911) if required or as per site protocol.
- Provide clear information: type of incident, location, injuries sustained.
- Assign someone to direct emergency responders to the scene.

### 4. Use of First Aid Kits and Equipment

- Locate nearest first aid kit/medical supplies.
- Use only for intended purpose and restock after each use.
- Defibrillator (AED) should be used if available and necessary (trained personnel only).

### 5. Documentation

- Complete incident/accident report forms within 24 hours.
- Record: date, time, nature of injury/illness, actions taken, names of involved persons, witness statements.
- Submit reports to HR/Health & Safety Officer.

### 6. Follow-up

- Monitor the injured/ill person until medical help arrives or the situation stabilizes.
- Arrange for medical transport if necessary.
- Provide support for further care and return-to-work procedures.

## 5. Communication Protocols

- Notify supervisors and designated health & safety personnel immediately in case of medical incidents.
- Maintain confidentiality regarding the details of medical emergencies.
- Ensure seamless handover of information to paramedics or medical professionals.

## 6. Training and Drills

- All staff must undergo basic first aid training annually.
- Periodic emergency response drills to be scheduled and recorded.

## **7. Review and Revision**

- This SOP shall be reviewed annually and after any major incident or change in regulations.
- All revisions must be communicated to staff.

## **8. References**

- Occupational Health and Safety Regulations
- First Aid/CPR Training Materials
- Company Health & Safety Policy