Standard Operating Procedure (SOP)
Incident Reporting and Corrective Action Procedures

This SOP describes the **incident reporting and corrective action procedures** to ensure timely identification, documentation, and resolution of workplace incidents. It covers the steps for reporting incidents, investigating causes, implementing corrective actions, and monitoring their effectiveness to prevent recurrence. The objective is to improve workplace safety, maintain compliance with regulations, and promote a culture of continuous improvement through systematic incident management and corrective measures.

1. Purpose

To establish a standardized mechanism for reporting, documenting, investigating, and resolving workplace incidents, ensuring timely and effective corrective action and the prevention of recurrence.

2. Scope

This procedure applies to all employees, contractors, and visitors at [Company/Organization Name] premises or while conducting company business.

3. Definitions

Term	Definition
Incident	Any unplanned event that results in, or could have resulted in, injury, illness, property damage, environmental harm, or business interruption.
Corrective Action	Steps taken to eliminate the causes of an incident and prevent recurrence.
Root Cause Analysis	Process used to identify the underlying causes of an incident.

4. Roles and Responsibilities

- **All Employees:** Promptly report incidents and cooperate with investigations.
- **Supervisors/Managers:** Ensure incidents are reported and investigated; implement corrective actions.
- **Health & Safety Team:** Oversee incident management, support investigations, and monitor effectiveness of corrective actions.

5. Procedures

5.1 Incident Identification and Reporting

1. Any employee witnessing or involved in an incident must:
   - Take immediate action to ensure safety and prevent further harm.
   - Notify their supervisor as soon as possible.
   - Complete an Incident Report Form within 24 hours.

5.2 Incident Investigation

1. Supervisors/Health & Safety Team will:
   - Conduct a prompt investigation (ideally within 48 hours).
   - Document facts, collect evidence, and interview witnesses.
   - Perform a root cause analysis.

5.3 Corrective Action Implementation

1. Identify corrective and preventive actions based on investigation findings.
2. Assign responsibilities and due dates for corrective actions.

3. Update all relevant documentation and communicate changes to affected personnel.

5.4 Monitoring and Follow-Up

1. Track the implementation of corrective actions.
2. Verify and document the effectiveness of corrective measures.
3. Review incident trends for continuous improvement.

6. Documentation and Records

- All incident reports, investigation findings, and corrective action records must be retained for a minimum of [X] years.
- Records must be secured and accessible only to authorized personnel.

7. Training

- All personnel must be trained on this SOP during onboarding and receive annual refresher training.

8. Review and Continuous Improvement

- This SOP shall be reviewed annually and updated as necessary to reflect changes in regulations, processes, or identified best practices.

9. References

- [Relevant Regulatory Standards/EHS Guidelines]
- [Company-specific Policies/Procedures]

10. Appendix

- Incident Report Form Template
- Root Cause Analysis Checklist
- Corrective Action Log Example