

# SOP Template: Incident Reporting and Escalation Procedures

## Purpose

This SOP details the **incident reporting and escalation procedures** designed to ensure timely identification, documentation, and communication of workplace incidents. It includes steps for immediate reporting, assessment of severity, notification of appropriate personnel, and escalation protocols to management or emergency services. The goal is to promote a safe work environment by enabling prompt response, investigation, and corrective actions to prevent recurrence and comply with regulatory requirements.

## Scope

This procedure applies to all employees, contractors, and visitors within the organization's facilities or engaged in company operations.

## Definitions

- **Incident:** Any unplanned event that results in or could have resulted in injury, illness, damage, or loss.
- **Near Miss:** An event that did not result in harm but had the potential to do so.
- **Escalation:** Process of notifying individuals at higher levels of authority depending on incident severity.

## Responsibilities

- **Employees:** Immediately report all incidents and near misses to their supervisor/manager.
- **Supervisors/Managers:** Ensure incidents are documented, assess severity, and initiate escalation as required.
- **Health & Safety Officer:** Investigate incidents, recommend corrective actions, and monitor implementation.
- **HR/Management:** Support investigations and ensure compliance with regulatory requirements.

## Procedures

1. **Immediate Response**
  - Ensure the safety of all personnel and secure the area if necessary.
  - Provide first aid or contact emergency services if required (**Dial: [Emergency Number]**).
2. **Incident Reporting**
  - Report the incident to the immediate supervisor/manager as soon as possible.
  - Complete the Incident Report Form (Appendix A) within 24 hours of the incident.
3. **Assessment of Severity**
  - Supervisor/manager assesses incident severity following the criteria below:

Level	Description	Example
Minor	No injuries or minor property damage	Slip without injury, minor equipment damage
Moderate	Injury requiring medical attention; significant damage	Cuts needing stitches, machinery breakdown
Major	Serious injury or fatality; severe property/environmental damage	Hospitalization, fire, hazardous spill

4. **Notification & Documentation**
  - Notify the Health & Safety Officer/HR as per escalation matrix (see below).
  - Record all details in the Incident Register and retain documentation securely.
5. **Escalation Protocol**
  - Escalate incident according to severity:

Severity	Escalation Point	Response Time
Minor	Supervisor > Safety Officer	Within 24 hours
Moderate	Manager > Health & Safety Officer > Department Head	Within 4 hours
Major	Immediate Management > Senior Management/HR > Emergency Services	Immediately

#### 6. Investigation & Corrective Actions

- Health & Safety Officer leads investigation within 48 hours for major/moderate incidents.
- Determine root cause and recommend corrective and preventive actions.
- Track action items to closure.

#### 7. Follow-up & Review

- Review incident trends periodically to identify areas for improvement.
- Communicate learnings and updates to all staff.

## Escalation Flowchart

## Appendix A: Incident Report Form

Date/Time	Location	Description of Incident	Persons Involved	Actions Taken	Reported By

## Revision History

Date	Version	Description	Author
	1.0	Initial SOP release	