

SOP Template: Notification Protocol for Relevant Departments and Management

This SOP defines the **notification protocol for relevant departments and management**, detailing the step-by-step process for timely and accurate communication of critical information, ensuring that appropriate personnel are informed promptly to facilitate coordinated response and decision-making. It encompasses the identification of key contacts, escalation procedures, communication channels, message content guidelines, and verification of receipt to maintain operational continuity and minimize risks during incidents or routine updates.

1. Purpose

To establish a standardized process for notifying relevant departments and management of critical information, incidents, or routine updates.

2. Scope

This protocol applies to all staff responsible for communicating information that impacts organizational operations, safety, compliance, or stakeholder relationships.

3. Definitions

- **Notification:** Informing designated personnel or departments regarding an event, update, or incident.
- **Escalation:** Process of advancing information to higher levels of authority based on severity or urgency.
- **Critical Information:** Data or updates that could affect operations, safety, or compliance.

4. Roles & Responsibilities

Role	Responsibility
Notifier (Initiator)	Identify and initiate notification based on event type and severity.
Department Heads	Receive, acknowledge, and act on notifications as necessary.
Management	Provide direction, make decisions, and communicate organization-wide as required.

5. Procedure

1. **Identify Event:**
 - Assess the situation to determine if department/management notification is required (reference relevant criteria or triggers).
2. **Compile Key Information:**
 - Summarize incident/event details, impact, time, actions taken, recommended next steps.
3. **Consult Contact List:**
 - Identify stakeholders using the approved **Key Contacts List** (see Appendix A).
4. **Select Communication Channel:**
 - Choose the fastest and most reliable method (e.g., phone, email, messaging app, emergency system).
5. **Draft and Send Notification:**
 - Message must include: *What, When, Where, Who, Why, Required Actions, and Point of Contact*.
6. **Verify Receipt:**
 - Request and log acknowledgment of receipt from each recipient within stipulated timelines.
7. **Escalate if Necessary:**
 - If response or acknowledgment is not received within X minutes/hours, escalate to higher authority as per escalation matrix.
8. **Document the Notification:**
 - Maintain records of all communications, acknowledgments, and actions taken.

6. Communication Channel Guidelines

Channel	Use Case	Expected Response Time
Email	Routine updates, documented incidents	Within 4 hours
Phone Call	Urgent incidents, immediate response required	Within 15 minutes
Messaging App	Group updates, follow-up messages	Within 30 minutes
Emergency Notification System	Critical events affecting operations/safety	Immediate

7. Message Content Guidelines

- Clear subject and urgency indicator (e.g., "URGENT", "Routine Update")
- Essential event details (What, Where, When, Impact)
- Required actions or decisions
- Point of contact for follow-up
- Request for acknowledgment

8. Recordkeeping

All notifications, responses, and escalation actions must be documented and securely stored for auditing and review purposes.

9. Review & Update

This SOP will be reviewed annually and updated as required to address changes in organizational structure, technology, or regulatory requirements.

Appendix A: Key Contacts List (Template)

Name	Department	Role	Contact Info	Alternate Contact
[Name]	[Department]	[Role]	[Phone/Email]	[Alternate Contact]