SOP Template: Accident, Incident, and Delay Reporting Steps

This SOP details the **accident, incident, and delay reporting steps**, outlining the process for promptly reporting any workplace accidents, incidents, or delays. It includes guidelines for initial notification, documentation requirements, investigation procedures, communication protocols, and follow-up actions to ensure accurate record-keeping, root cause analysis, and implementation of corrective measures to improve workplace safety and operational efficiency.

1. Purpose

To establish a structured process for reporting and managing workplace accidents, incidents, and delays to promote a safer and more efficient work environment.

2. Scope

This SOP applies to all employees, contractors, and visitors within the organization's premises or operational sites.

3. Responsibilities

- **Employees:** Immediately report accidents, incidents, or delays.
- **Supervisors/Managers:** Ensure proper reporting, documentation, and initiation of investigations.
- **Safety Officer/HR:** Oversee investigations, maintain records, and implement corrective actions.

4. Procedure

1. **Initial Notification**
   - Immediately notify your direct supervisor/manager of any accident, incident, or delay.
   - If medical assistance is required, call emergency services without delay.
   - Record the time, date, and location of the occurrence.
2. **Secure the Area (if safe to do so)**
   - Prevent further injury or damage by securing the affected area.
   - Do not disturb the scene unless necessary for safety or medical assistance.
3. **Documentation**
   - Complete an **Incident Report Form** as soon as possible, capturing all relevant details (who, what, when, where, how).
   - Collect witness statements and supporting evidence (photographs, videos, etc.).
4. **Investigation**
   - The responsible supervisor/manager initiates an investigation to determine the root cause.
   - Engage Safety Officer/HR for support as needed.
   - Document all findings and proposed corrective or preventive actions.
5. **Communication**
   - Inform relevant personnel and departments of the incident and steps being taken.
   - Escalate serious accidents/incidents to senior management and regulatory bodies as per legal requirements.
6. **Follow-up Actions**
   - Implement corrective/preventive measures as identified in the investigation.
   - Monitor and review the effectiveness of these actions.
   - Update risk assessments and training as needed.
7. **Record Keeping**
   - Maintain all reports, investigation documents, and correspondence for the required retention period.
   - Ensure compliance with privacy and data protection policies.

5. Review and Continuous Improvement

Regularly review this SOP and update as required to address emerging risks, regulatory changes, or after any significant accident or incident.

6. References & Appendices

- Incident Report Form Template
- Relevant regulatory or company policies