

SOP: Emergency Response and Escalation Procedures

This SOP details **emergency response and escalation procedures**, covering the initial incident assessment, notification protocols, roles and responsibilities during emergencies, communication channels, escalation criteria, coordination with emergency services, and post-incident review. It aims to ensure a swift, organized, and effective response to emergencies, minimizing risks to personnel, property, and the environment.

1. Purpose

To establish clear procedures for responding to and escalating emergencies in order to protect personnel, property, and the environment.

2. Scope

This procedure applies to all employees, contractors, and visitors at the facility.

3. Definitions

- **Emergency:** Any unplanned event that poses a threat to life, health, property, or the environment.
- **Escalation:** Process of involving higher levels of authority or external agencies as required.

4. Responsibilities

Role	Responsibilities
Employees	Report emergencies; follow instructions; evacuate if instructed.
Supervisors	Assess incidents; initiate notifications; coordinate initial response.
Emergency Coordinator	Oversee response; communicate with emergency services; manage escalation.
Management	Support resources; review post-incident outcomes.

5. Procedures

5.1 Initial Incident Assessment

1. Assess safety of self and others.
2. Determine nature and severity of the emergency.
3. Activate local alarms if necessary.

5.2 Notification Protocols

1. Immediately notify supervisor or Emergency Coordinator.
2. Provide relevant details (location, type of emergency, people involved).
3. If required, contact emergency services (e.g., 911).

5.3 Roles and Responsibilities

1. Employees follow evacuation or shelter-in-place procedures.
2. Supervisors initiate area headcount and ensure accountability.
3. Emergency Coordinator liaises with first responders.

5.4 Communication Channels

- Use PA system, telephones, or two-way radios for updates.
- Maintain open lines with emergency services.
- Document all communications.

5.5 Escalation Criteria

- Escalate if incident exceeds facility resources, involves serious injury/fatality, or may impact the public.
- Emergency Coordinator determines appropriate escalation level.
- Notify higher-level management as needed.

5.6 Coordination with Emergency Services

1. Meet and direct arriving emergency responders.
2. Provide site maps and incident details.
3. Support incident command as required.

5.7 Post-Incident Review

1. Conduct debrief with all involved personnel.
2. Document incident, actions taken, and any injuries or damage.
3. Identify lessons learned and update SOP if necessary.

6. References

- Company Emergency Preparedness Plan
- Applicable Local, State, and Federal Regulations

7. Revision History

Date	Revision	Description
2024-06-30	1.0	Initial creation