

# SOP Template: Post-trip Debriefing, Incident Reporting, and Feedback Collection

This SOP details the process for **post-trip debriefing, incident reporting, and feedback collection**, ensuring a structured review of each trip. It includes guidelines for conducting thorough debrief sessions, documenting any incidents or near-misses accurately, and gathering valuable feedback from participants to improve future operations. The objective is to enhance safety, communication, and continuous improvement by systematically addressing experiences and concerns after each trip.

## 1. Purpose

To provide a standardized procedure for post-trip debriefing, incident reporting, and participant feedback collection. This ensures lessons are learned, incidents are addressed, and operations improve continually.

## 2. Scope

This SOP applies to all staff and participants involved in company-organized trips, excursions, or field activities.

## 3. Responsibilities

- **Trip Leader:** Facilitates debrief, ensures incident reports are submitted, and coordinates feedback collection.
- **All Participants:** Actively participate in debrief and provide honest feedback.
- **Safety/Compliance Officer:** Reviews incident reports and monitors implementation of corrective actions.

## 4. Procedure

### 4.1 Post-trip Debriefing

1. Schedule the debriefing session within 24-48 hours of trip completion.
2. Attendance should include all trip participants and relevant support staff.
3. Use a standardized agenda, including:
  - Trip overview and objectives review
  - Discussion of challenges, successes, and lessons learned
  - Identification and preliminary discussion of any incidents or near-misses
  - Opportunities for improvement
4. Document key discussion points and assigned action items.

### 4.2 Incident Reporting

1. Immediately report incidents or near-misses to the Trip Leader or Safety Officer.
2. Complete the **Incident Report Form** (see appendix/sample below) within 24 hours of the incident, including:
  - Date, time, and location of incident
  - Persons involved
  - Detailed description of incident/near-miss
  - Immediate actions taken
  - Recommendations to prevent recurrence
3. Submit the completed report to the Safety/Compliance Officer for review and investigation.
4. Track and implement corrective actions as needed; document completion status.

### 4.3 Feedback Collection

1. Distribute a standardized feedback form (digital or paper) to all participants within 2 days of trip conclusion.
2. Feedback should cover:
  - Overall satisfaction
  - Trip organization and logistics
  - Safety measures
  - Quality of communication
  - Suggestions for future improvements
3. Collect and compile responses. Review for actionable insights and areas for improvement.
4. Share a summary of findings and improvement actions with relevant parties.

## 5. Documentation & Records

- Debrief meeting notes and action items
- Incident Report Forms
- Participant feedback forms and summary reports
- Records to be stored digitally for minimum 2 years

## 6. Review and Improvement

- SOP to be reviewed annually or after any major incident.
- Amendments are to be documented and communicated to all staff.

## 7. Appendix

### Sample Incident Report Form

<b>Date/Time</b>	
<b>Location</b>	
<b>Persons Involved</b>	
<b>Description of Incident/Near-miss</b>	
<b>Immediate Actions Taken</b>	
<b>Recommendations/Follow-up</b>	
<b>Reported By</b>	
<b>Date Reported</b>	

### Sample Feedback Form Questions

1. How satisfied were you with the trip overall? (1-5 scale)
2. Were the trip objectives clearly communicated?
3. How would you rate the safety measures in place?
4. What aspects of the trip could be improved?
5. Any additional comments or suggestions?