

# SOP: Emergency Repair and Escalation Procedures

This SOP details the **emergency repair and escalation procedures**, covering immediate response actions, identification and assessment of critical failures, repair prioritization, communication protocols, escalation hierarchy, documentation requirements, and post-repair review processes. The objective is to ensure timely and effective resolution of emergencies, minimizing downtime and maintaining operational safety and continuity.

## 1. Immediate Response Actions

1. Ensure personal and site safety; follow all emergency shut-down protocols as necessary.
2. Alert on-site personnel and supervisors of the situation.
3. Isolate affected equipment/area if possible, to prevent further damage or hazards.

## 2. Identification and Assessment of Critical Failures

1. Assess the nature and extent of the failure.
2. Determine if the failure impacts safety, compliance, production, or critical infrastructure.
3. Document initial observations, including time, location, and personnel involved.

## 3. Repair Prioritization

1. Classify the incident by severity:
  - **Critical** - Immediate threat to safety/operations.
  - **High** - Significant impact but not immediately dangerous.
  - **Medium/Low** - Minor impact, can be scheduled.
2. Deploy repair teams according to the priority.
3. Obtain necessary resources, parts, and authorization for repair works.

## 4. Communication Protocols

1. Notify stakeholders based on severity:
  - Operations Manager
  - Maintenance Lead
  - Health & Safety Officer (if applicable)
2. Provide regular updates on repair status and estimated resolution timeframes.
3. Escalate promptly if additional support or resources are required.

## 5. Escalation Hierarchy

Level	Role	Responsibility
1	On-site Technician	Initiate response and conduct assessment; report to supervisor.
2	Maintenance Supervisor	Coordinate repair team; notify relevant managers.
3	Operations Manager	Authorize additional resources; communicate with executive team if required.
4	Executive Team	Oversee major incident management; approve extraordinary actions.

## 6. Documentation Requirements

1. Complete incident report forms capturing:
  - Incident date/time
  - Description of failure
  - Actions taken
  - Persons involved
  - Photographs/evidence where possible
2. Update maintenance logs and asset management systems.
3. Record all communication and escalation steps taken.

## 7. Post-Repair Review Process

1. Conduct a debrief with involved staff to review incident response and repair actions.
2. Identify root cause(s) and update risk assessments as necessary.
3. Develop and implement corrective/preventive actions.
4. Document lessons learned and share with relevant departments.

## 8. Appendix

- Emergency contact list
- Incident report template
- Flowchart: Escalation hierarchy