

SOP: Incident Reporting and Documentation for Cleaning Activities

This SOP details the **incident reporting and documentation for cleaning activities**, emphasizing the importance of promptly recording any accidents, spills, or hazards encountered during cleaning tasks. It includes procedures for identifying and reporting incidents, maintaining accurate and thorough documentation, notifying relevant personnel, and implementing corrective actions to prevent recurrence. The goal is to ensure a safe cleaning environment through systematic tracking and management of incidents.

1. Purpose

To ensure all incidents occurring during cleaning activities are identified, reported, documented, and investigated to promote the health and safety of staff, visitors, and the environment.

2. Scope

This procedure applies to all personnel involved in cleaning activities, including contractors, within the facility.

3. Definitions

- **Incident:** Any unplanned event such as accidents, injuries, spills (chemical/biological), equipment malfunction, or hazards during cleaning.
- **Hazard:** Any source, situation, or act with potential to cause harm.

4. Responsibilities

- **Cleaning Staff:** Identify and immediately report incidents.
- **Supervisors/Managers:** Ensure incidents are documented, investigations are conducted, corrective actions are implemented, and reports are communicated to relevant personnel.
- **Health & Safety Representative:** Oversee compliance with reporting procedures.

5. Procedure

1. **Identification of Incident**
 - Immediately assess the situation for safety.
 - Use appropriate measures to contain/mitigate further hazards if safe to do so.
 - Alert nearby personnel if immediate assistance/evacuation is required.
2. **Initial Reporting**
 - Notify supervisor or designated manager as soon as possible.
 - For serious incidents, contact emergency services immediately.
3. **Documentation**
 - Complete the Incident Report Form within 24 hours of occurrence (sample below).
 - Attach photographs or supporting evidence if available.
 - Record details in the Incident Log.
4. **Notification of Relevant Personnel**
 - Inform Health & Safety Representatives and department heads as applicable.
 - Communicate with affected parties as necessary.
5. **Investigation and Corrective Actions**
 - Supervisor/manager investigates root cause of the incident.
 - Develop a corrective and preventive action plan (CAPA) to address underlying causes.
 - Document corrective actions and monitor implementation.
6. **Review and Closure**
 - Review effectiveness of corrective actions after implementation.
 - Sign-off incident as closed when resolved and preventive measures are in place.

6. Record Keeping

- Maintain all incident reports, logs, and CAPA records for a minimum of 3 years, or as per local regulations.
- Store records in a secure and accessible location.

7. Training

- All cleaning staff must receive training on this SOP and periodic refreshers.
- Document all training attendance.

8. Sample Incident Report Form

Date & Time	Location	Description of Incident	Persons Involved	Immediate Actions Taken	Reported by

9. References

- Health & Safety Policy
- Incident Reporting Policy
- Local and federal safety regulations

10. Revision History

Version	Date	Changes	Approved By
1.0	2024-06-01	Initial Issue	Health & Safety Manager