STANDARD OPERATING PROCEDURE

First Aid Response SOP

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Revision	1.0
Owner	Safety Officer
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Review cycle	Every 12 months

1. Purpose

To make sure an injured or ill person receives prompt, appropriate first aid within the responder's training, and that emergency services are called when needed.

2. Scope

Applies to any injury or sudden illness occurring at work, for employees, contractors and visitors, until the person is stable, recovers, or is handed over to emergency responders.

Definitions

First aider	An employee who holds current first aid certification and is designated to respond to injuries and illnesses at work.
Scene assessment	Checking an area for ongoing danger before approaching a casualty, so the responder does not become a second casualty.

3. Responsibilities

Employee	Calls for help, assists the first aider as directed and does not attempt treatment beyond their own training.
First Aider	Assesses and treats the casualty within their training, decides whether emergency services are needed and hands over care.
Supervisor	Coordinates the response in their area, notifies the safety officer and supports restocking and reporting.
Safety Officer	Maintains first aid kits and coverage, reviews cases and tracks corrective actions.

RACI matrix

Activity	Employee	First Aider	Supervisor	Safety Officer
Assess the scene and call for help	R/A	C	I	I
Provide first aid treatment	I	R/A	I	I
Call emergency services	R	R/A	C	I
Restock the first aid kit	I	R	A	C
Log the incident and review the case	I	R	C	A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Stocked first aid kit appropriate to the work area
- Emergency contact list posted near work areas
- Automated external defibrillator where provided
- First aid and incident log
- Eyewash station or safety shower where chemicals are used

Personal protective equipment

- Disposable nitrile gloves
- Face shield or barrier device for rescue breaths

5. Procedure

Step	Task	Owner	Done
5.1	**Assess the scene for danger** Before approaching, check the area for ongoing hazards such as traffic, electricity, chemicals or unstable structures, and do not approach until it is safe to do so. **Warning:** Never approach a casualty in a hazardous area without first making the scene safe or waiting for trained responders with the right equipment.	Employee	☐
5.2	**Call for the nearest first aider** Shout for help and call or radio for the nearest certified first aider while staying with the casualty if it is safe to do so.	Employee	☐
5.3	**Check responsiveness and breathing** The first aider checks whether the casualty is responsive and breathing normally, using training on how to check safely without causing further harm.	First Aider	☐
5.4	**Call emergency services for serious injury** For any serious injury, unresponsiveness, breathing difficulty or uncertainty, call emergency services immediately rather than waiting to see if the person improves. **Checkpoint:** Emergency services are called immediately for any serious or uncertain case, without delay for further assessment.	First Aider	☐
5.5	**Provide first aid within your training** Provide first aid only for what you are trained and certified to do, such as applying a dressing or performing CPR, following the steps taught in certification.	First Aider	☐
5.6	**Control bleeding or immobilize an injury** Apply direct pressure to control bleeding, or immobilize a suspected fracture using trained techniques, avoiding unnecessary movement of the injured area.	First Aider	☐

Step	Task	Owner	Done
5.7	**Avoid moving a suspected spinal injury** Do not move a casualty with a suspected head, neck or back injury unless they are in immediate danger, and keep them as still as possible until trained help arrives. **Warning:** Moving someone with a suspected spinal injury can cause permanent harm. Only move them if leaving them in place is more dangerous.	First Aider	☐
5.8	**Monitor the casualty continuously** Stay with the casualty and continue monitoring their responsiveness and breathing until emergency responders or additional help arrives.	First Aider	☐
5.9	**Hand over to emergency responders** When emergency responders arrive, hand over a clear summary of what happened, the treatment given and any change in the casualty's condition.	First Aider	☐
5.10	**Restock the first aid kit** Replace any items used from the first aid kit as soon as possible so it is fully stocked for the next response.	First Aider	☐
5.11	**Complete the incident log entry** Record the incident, treatment given and outcome in the first aid and incident log, following the workplace incident reporting procedure.	Supervisor	☐
5.12	**Review the case for corrective action** Review the case with the safety officer to identify whether a hazard needs to be corrected to prevent a similar injury.	Safety Officer	☐

6. Quality checks

- A trained first aider and stocked first aid kit are available within reach of every work area.
- Emergency services are called without delay for any serious or uncertain case.
- First aid kits are restocked within a day of being used.
- Every first aid response is logged with treatment given and outcome.

7. Records

- First aid and incident log
- First aid kit inspection and restocking log
- First aider certification records

8. KPIs

- Percentage of work areas with a first aider available per shift
- Average time from injury to first aid response
- Number of first aid kits restocked within 24 hours of use

9. Common mistakes

- Moving a casualty with a suspected spinal injury unnecessarily.
- Delaying the call to emergency services to see if the person improves first.
- Attempting treatment beyond the first aider's training or certification.
- Forgetting to restock the first aid kit after it is used.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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