STANDARD OPERATING PROCEDURE

Workplace Incident Reporting SOP

Document no.	SOP-SAF-001
Revision	1.0
Owner	Safety Officer
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure every workplace injury and near miss is reported promptly, investigated for root cause, and followed up with corrective action to prevent recurrence.

2. Scope

Applies to all employees, contractors and visitors, covering injuries, illnesses, near misses and property damage events occurring on company premises or during work activities.

Definitions

Near miss	An event that could have caused injury, illness or damage but did not, often due to timing or luck rather than a control working as intended.
Root cause	The underlying reason an incident occurred, as opposed to the immediate or surface-level cause.
Corrective action	A change made to eliminate or reduce the root cause of an incident so it does not happen again.

3. Responsibilities

Employee	Reports any incident or near miss immediately, cooperates with the investigation and follows interim controls put in place.
Supervisor	Secures the scene, completes the initial report and supports the investigation for incidents in their area.
Safety Officer	Investigates root cause for serious incidents, tracks corrective actions and maintains the incident register.
Department Manager	Reviews incident trends for their department and approves resources for corrective actions.

RACI matrix

Activity	Employee	Supervisor	Safety Officer	Department Manager
Report the incident immediately	R/A	C	I	I
Secure the scene and preserve evidence	R	R/A	C	I
Investigate root cause	C	R	R/A	I

Activity	Employee	Supervisor	Safety Officer	Department Manager
Assign and implement corrective actions	I	R	A	C
Report to a regulatory authority if required	I	I	R/A	C

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

4. Materials and PPE

Materials, tools and systems

- Incident report form
- Incident register
- Camera or phone for scene photos
- Root cause investigation template
- Corrective action tracking log

5. Procedure

Step	Task	Owner	Done
5.1	**Ensure immediate safety** Get first aid or emergency medical help for anyone injured, and remove people from further danger before doing anything else. **Warning:** Never delay calling for medical help in order to document the scene first.	Employee	☐
5.2	**Secure the area if a hazard remains** If a hazard that caused the incident is still present, cordon off the area or shut down the equipment involved so no one else is exposed.	Supervisor	☐
5.3	**Notify the supervisor immediately** Report the incident or near miss to your supervisor as soon as it is safe to do so, describing what happened and who was involved. **Checkpoint:** The supervisor is notified the same day the incident or near miss occurs.	Employee	☐
5.4	**Preserve the scene** Leave the scene undisturbed where possible and take photos of the area, equipment and any damage before cleanup begins.	Supervisor	☐
5.5	**Complete the incident report form** Fill out the incident report form with the facts: date, time, location, people involved, description of what happened and any immediate actions taken.	Supervisor	☐
5.6	**Review the initial report** Review the completed report for completeness and decide whether the severity warrants a full root cause investigation.	Safety Officer	☐
5.7	**Investigate the root cause** For incidents meeting the investigation threshold, interview witnesses, review conditions and equipment, and identify the underlying root cause rather than stopping at the immediate cause. **Checkpoint:** The investigation identifies a root cause, not just the immediate action that triggered the incident.	Safety Officer	☐

Step	Task	Owner	Done
5.8	**Identify corrective actions** Based on the root cause, identify corrective actions using the hierarchy of controls, favoring elimination or engineering changes over relying on behavior alone.	Safety Officer	☐
5.9	**Assign and implement actions** Assign each corrective action an owner and due date, and track implementation until every action is verified complete.	Department Manager	☐
5.10	**Report to a regulatory authority if required** Determine whether the incident meets the criteria for reporting to a regulatory authority, and submit the report within the timeframe required by local regulations.	Safety Officer	☐
5.11	**Communicate lessons learned** Share relevant findings and new controls with the affected team so similar tasks elsewhere benefit from the lessons learned.	Supervisor	☐
5.12	**Log and review at the safety meeting** Log the incident in the incident register and review incident trends, including near misses, at the regular safety meeting.	Safety Officer	☐

6. Quality checks

- Every reported incident has a completed report on file within 24 hours.
- Serious incidents show a documented root cause, not just an immediate cause.
- Corrective actions are tracked with an owner and due date until verified closed.
- Near misses are logged with the same rigor as incidents that caused injury.

7. Records

- Incident report forms
- Incident register
- Root cause investigation reports
- Corrective action tracking log

8. KPIs

- Number of incidents and near misses reported per month
- Percentage of corrective actions closed by their due date
- Average time from incident to completed investigation

9. Common mistakes

- Only reporting incidents that caused an injury and skipping near misses.
- Stopping the investigation at the immediate cause instead of the root cause.
- Assigning a corrective action with no owner or due date.
- Cleaning up the scene before it has been documented and photographed.

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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