Emergency Preparedness & Response Policy & Standard Operating Procedure (SOP)

Document Title: Emergency Preparedness & Response SOP
Department: Administration / HR / Facilities
Effective Date: [Insert Date]
Review Frequency: Annual or as required
Approved By: Top Management

1. Purpose

To establish a structured process for identifying potential emergency situations and ensuring effective preparedness, response, evacuation, first aid, communication, and recovery measures to safeguard employees, visitors, contractors, and assets.

2. Scope

This SOP applies to:

- All employees (permanent, contractual, interns)
- Visitors and clients
- Vendors and service providers
- All office premises and operational locations

3. Objectives

- Ensure safety and well-being of all personnel.
- Minimize damage to property and data.
- Ensure compliance with statutory and safety regulations.
- Maintain business continuity.
- Conduct periodic mock drills and maintain records.

4. Potential Emergency Situations

The organization identifies the following possible emergencies:

- Fire incidents
- Electrical hazards
- Natural disasters (earthquake, flood, cyclone, etc.)
- Medical emergencies
- Gas leakage (if applicable)
- Bomb threat / security threat
- Workplace violence
- IT system failure / cyber incident (business continuity related)

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5. Emergency Response Structure

5.1 Emergency Response Team (ERT)

The organization shall constitute an Emergency Response Team consisting of:

- Incident Controller (Senior Management Representative)
- Floor Wardens
- First Aid Officers
- Fire Safety Officers
- Evacuation Coordinators
- IT Recovery Coordinator (for digital emergencies)

The team members shall be trained periodically.

6. Emergency Procedures

6.1 Fire Emergency

- Raise alarm immediately.
- Inform security/reception.
- Switch off electrical equipment (if safe).
- Use fire extinguisher (only if trained and safe).
- Evacuate through designated emergency exits.
- Assemble at the designated assembly point.
- Conduct headcount.

6.2 Medical Emergency

- Inform First Aid Officer immediately.
- Provide basic first aid.
- Call ambulance services.
- Inform HR and emergency contact person.
- Record incident in Incident Register.

6.3 Natural Disaster

- Follow safety instructions specific to the event:
  - Earthquake: Drop, Cover, Hold.
  - Flood: Move to higher level if applicable.
- Evacuate if required.
- Avoid use of elevators.

6.4 Security Threat

- Inform management/security immediately.
- Avoid panic.
- Follow instructions from authorities.
- Evacuate if instructed.

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7. Evacuation Procedure

- Clearly marked emergency exits shall be maintained.
- Evacuation maps shall be displayed on each floor.
- Lifts must not be used during fire emergencies.
- Floor Wardens ensure complete evacuation.
- Employees must assemble at designated assembly point.
- Headcount shall be conducted to ensure all personnel are safe.

8. First Aid Arrangements

- First aid kits shall be maintained at accessible locations.
- At least one trained First Aid Officer per floor/department.
- Emergency contact numbers displayed prominently.
- Tie-up with nearby hospital/clinic for emergencies.

First aid kits shall be inspected monthly.

9. Mock Drills

- Fire and evacuation drills shall be conducted at least once every 6 months.
- Emergency response simulation may be conducted annually.
- Observations and gaps shall be documented.
- Corrective actions shall be implemented.

10. Communication During Emergency

- Emergency contact list shall be displayed.
- Internal communication via:
    - Intercom
    - Email
    - Public announcement system
    - WhatsApp group (if applicable)
- External authorities (Fire, Police, Ambulance) to be contacted immediately when required.

11. Training & Awareness

- All employees shall undergo basic emergency awareness training during induction.
- Refresher training annually.
- ERT members receive advanced training.

Training records shall be maintained by HR/Admin.

12. Record Maintenance

The organization shall maintain the following records:

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- Emergency Response Team List
- Fire equipment inspection records
- First aid kit inspection log
- Mock drill reports
- Incident/Accident Register
- Training attendance records
- Corrective and preventive action reports

All records shall be retained for a minimum of 3–5 years or as per statutory requirement.

13. Review & Continuous Improvement

- This SOP shall be reviewed annually.
- Post-incident review shall be conducted after any emergency.
- Necessary corrective actions shall be documented and implemented.

14. Compliance

Failure to comply with this SOP may lead to disciplinary action as per company policy.

Approved by: Directors, Deepsense Digital Solutions

Effective Date: _____

Rakesh R - Director
Deepsense Digital Solutions Pvt

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