Company Name: ____________________
Health & Safety Standard Operating Procedure

Created By: ____________________
Verified By: ____________________
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Emergency Contact List Update – Safety SOP

1.0 Objective & Intent

The objective of this SOP is to establish a standardized procedure for the regular review, verification, and update of the facility's emergency contact list. This ensures that during a workplace incident—such as a fire, chemical spill, medical emergency, or machinery entrapment—designated responders and external emergency services can be reached without delay. Compliance with WorkSafeBC Regulation 4.20 (Emergency Preparedness) requires that contact information be current and accessible at all times. Failure to maintain accurate contacts can lead to delayed response, increased injury severity, and regulatory penalties.

2.0 Operational Scope

This procedure applies to all personnel responsible for maintaining the emergency contact list at the cabinet and millwork manufacturing facility, including the Plant Safety Officer, shift supervisors, and administrative staff. The scope covers all emergency contacts required by the facility's emergency response plan, including internal first aid attendants, fire wardens, spill response team members, and external contacts such as local fire department, ambulance service, poison control, and WorkSafeBC reporting line. The list must be updated at least quarterly, within 24 hours of any personnel change affecting emergency roles, and immediately after any incident that reveals a contact gap.

3.0 Hazard Identification & Mandatory PPE

- No direct physical hazards are associated with updating the emergency contact list; however, failure to maintain accurate contacts creates a latent hazard during emergencies (e.g., delayed medical response, incorrect notification of next of kin).
- Slips, trips, and falls while walking to the emergency contact binder or digital terminal if the area is cluttered or wet.
- Ergonomic strain from prolonged computer use or handling paper binders.
- Mandatory PPE: CSA-approved safety glasses (if walking through production areas), steel-toed boots (if walking through production areas), and high-visibility vest (if walking through active forklift zones). No additional PPE is required for office-based updates.

4.0 Required Safety Equipment & Tools

- Company-approved emergency contact list template (digital or paper)
- Access to the facility's emergency response plan binder (physical or digital)
- Computer with internet access (if using digital system) or pen and clipboard (if using paper)
- Current employee roster and emergency role assignment list from HR
- Phone or intercom to verify contact numbers with individuals
- Laminated emergency contact card for each production area (to be updated if changes affect posted cards)
- Approval stamp or digital sign-off from Plant Safety Officer

5.0 Step-by-Step Safety Procedure

1. Notify the shift supervisor and Plant Safety Officer that an emergency contact list update is about to begin. Confirm that

no emergency drills or incidents are in progress that could interfere with the update process.
2. Retrieve the current emergency contact list from the designated location (e.g., safety binder in the main office, digital file on the shared drive). Verify that the version date matches the last approved update.
3. Obtain the most recent employee roster and emergency role assignment list from Human Resources. Cross-reference each role (first aid attendant, fire warden, spill response lead, etc.) with the current list to identify any personnel changes, departures, or new hires.
4. For each contact entry, verify the phone number and email address by contacting the individual directly via phone or in-person. Do not rely solely on written records. Document the verification date and method next to each contact.
5. Update the emergency contact list with any changes: add new contacts, remove outdated entries, and correct any inaccurate information. Ensure that external emergency numbers (fire, ambulance, poison control, WorkSafeBC) are confirmed against official sources.
6. Print a clean copy of the updated list (if using paper) or save the final digital version with a new version number and date. Obtain sign-off from the Plant Safety Officer on the updated list, either physically or via digital approval.
7. Replace the old emergency contact list in all designated locations: the main safety binder, each production area emergency station, the guard shack, and the digital shared drive. Remove and shred any outdated copies to prevent confusion.
8. Update any laminated emergency contact cards posted in production areas. Ensure that the cards are legible, securely mounted, and visible to all workers. Discard old cards properly.
9. Conduct a brief verbal announcement at the next shift safety meeting to inform all employees that the emergency contact list has been updated and where to find the current version. Encourage workers to verify their own contact information is correct.
10. Log the update in the safety compliance record, including the date, version number, list of changes made, and the name of the person who performed the update. File the log in the emergency preparedness section of the safety binder.