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SAFE OPERATING PROCEDURES

Incident Reporting, Coordination, and Unified Messaging

SOP# 10-0

Risk Review		
Compliance	Employee Relations	Operational Disruptions
Confidentiality	Informational Consistency	Privacy

Purpose

This SOP establishes the Department's unified process for reporting, evaluating, and communicating suspected or confirmed sensitive incidents. The NCDOT Communications Office (COMS), in collaboration with Safety and Risk Management (SRM), Human Resources, Legal, and Division leadership, will ensure accurate, timely, and consistent messaging. All public-facing information must be coordinated through COMS, and only authorized spokespersons may issue official statements.

Definitions

Sensitive Incidents: Events that pose elevated risk to the Department's reputation, safety, operations, legal compliance, or employee welfare, and therefore require heightened confidentiality and coordinated evaluation before any communication.

Sensitive Incident Reporting Requirement

1. Supervisors must report all suspected or confirmed sensitive incidents to the Office of Safety and Risk Management (SRM) as soon as possible following notification.
2. SRM will evaluate health and safety concerns, operational impacts, legal considerations, workers' compensation implications, employee relations issues, and communication needs.

Incident Notification

3. SRM will coordinate the Department's response with appropriate business units, including:
 - Office of General Counsel
 - Human Resources Chief
 - Chief of Staff
 - Communications Office (COMS)
 - Workers' Compensation Manager
 - Facility Management
 - Occupational Safety and Health Manager
 - Division or Unit Leadership
 - Other relevant stakeholders
4. SRM will provide updates to Department leadership.

Safety Staff / Occupational Safety and Health

5. Support SRM with safety risk evaluations.
6. Assist with workplace assessments, hazard identification, and recommended mitigation steps.

Facility Management

7. Address environmental, structural, or custodial concerns related to the incident.
8. Coordinate facility access, containment, or operational adjustments as directed by SRM.

Division or Unit Leadership

9. Support SRM's coordinated response efforts.
10. Ensure staff follow all reporting, confidentiality, and communication requirements.
11. Coordinate facility access, containment, or operational adjustments as directed by SRM.

Communications Office (COMS)

12. All communications regarding suspected or confirmed sensitive incidents shall be coordinated through COMS in collaboration with SRM, HR, Legal, and Division leadership.
13. COMS will ensure unified messaging that is accurate, timely, and consistent.
14. COMS will protect confidential information and prevent release of incomplete, conflicting, or unverified information.
15. Only authorized NCDOT spokespersons shall provide official statements or respond to media inquiries.

Related SOP's	