

## Incident Management Plan

This checklist provides some guidance for actions to be taken in response to an incident. Once the decision has been made to invoke the plan, an Incident Manager is appointed to lead the Incident Response Team. Key responsibilities are as follows:

### Person Authorised to Invoke the Plan will:

Action	Comments	Time Completed
<ul style="list-style-type: none"> <li>Start a log of information received, decisions made and actions taken.</li> </ul>		
<ul style="list-style-type: none"> <li>If the disruption is of a significant scale, particularly if it meets any of the suggested 'triggers', make the decision to invoke the plan.</li> </ul>		
<ul style="list-style-type: none"> <li>Appoint an Incident Manager and pass on relevant information.</li> </ul>		

### The Incident Manager, with support from the Incident Response Team will:

Action	Comments	Time Completed
<ul style="list-style-type: none"> <li>Start a log of information received, decisions made and actions taken.</li> </ul>		
<ul style="list-style-type: none"> <li>Decide on a suitable location for the Incident Response Team. (pre-identified locations detailed in section 5)</li> </ul>		
<ul style="list-style-type: none"> <li>Call in members of the Incident Response Team.</li> </ul>		
<ul style="list-style-type: none"> <li>Provide direction to the Incident Response Team to ensure an effective and efficient response and recovery.</li> </ul>		
<ul style="list-style-type: none"> <li>Identify any damage or disruption to key functions / services.</li> </ul>		
<ul style="list-style-type: none"> <li>Liaise with stakeholders as necessary. (For example Health &amp; Safety, Insurance company, building owner).</li> </ul>		
<ul style="list-style-type: none"> <li>Liaise with Emergency Services as required.</li> </ul>		
<ul style="list-style-type: none"> <li>Provide information to staff.</li> </ul>		
<ul style="list-style-type: none"> <li>Decide on course of action and priorities, taking into account the Critical Activities and Resources.</li> </ul>		
<ul style="list-style-type: none"> <li>Communicate decisions to staff and business partners.</li> </ul>		
<ul style="list-style-type: none"> <li>Provide public information to maintain reputation and business. (Consider issuing a Holding Statement).</li> </ul>		
<ul style="list-style-type: none"> <li>Stand down at conclusion of disruption.</li> </ul>		
<ul style="list-style-type: none"> <li>Arrange a debrief to capture any lessons.</li> </ul>		
<ul style="list-style-type: none"> <li>Compile a log of actions to be taken, write a report on the disruption and review Business Continuity Plan.</li> </ul>		

*You may want to add details of any arrangement you already have in place, including any specific actions you would take for specific hazards. (The information in your Risk Assessment could assist with this).*