incident log

A step-by-step guide to managing an incident

Your role

As the **Person in Control (PiC)** you must co-ordinate the response to an incident. This **incident log**, in combination with the detailed guidance in **StayCalm.online,** will help you to manage the incident.

How to use this incident log

You will be busy! So to ensure that nothing is neglected you should grab four competent people and assign each of them to one of the roles below. Write down their names and mobile numbers next to each role. You should then get together every 20 minutes to review progress and complete this log.

people

Ensure the safety and welfare of your people

property

Assess any damage to business assets

process

Assess the operational status

communications

Keep people informed about what is happening

Remember!

If you are unclear on what to do at any stage always call **Central Postal Control (CPC)** first on **0345 266 1060.**

During an incident there can only be one **Person in Control (PiC)** on the site.

This person is responsible for the co-ordination of resources and contractors who may attend. If a handover is necessary due to fatigue/stress or any other reason this must be documented in the **incident log** and **CPC** informed.

people

Ensure the safety and welfare of your people

Basic incident details

Date	
Time	
Location (mark on site plan if easier)	
How was the incident brought to your attention?	
Brief description of incident	

Evacuation and roll call

Note: The **Fire and Rescue Service** will want to know if you believe the building to be clear. (They will not put their people at risk if the building is empty)

Confirm the building is clear

(check off the pre-prepared zones on the site plan if easier)

Fire warden (name)	Part of building	Clear?
		☐ Yes ☐ No
		☐ Yes ☐ No
		☐ Yes ☐ No
		☐ Yes ☐ No
		☐ Yes ☐ No
		☐ Yes ☐ No

Arrange roll calls

Note: It is very difficult to account for everyone via a roll call (not everyone signs in, people go to different evacuation points, etc.) but you must attempt to account for everyone.

Ensure you have a **fire warden** or appoint a person at each evacuation point.	☐ Done
At each evacuation point, record the names of visitors or contractors present.	☐ Done
Return the list to the **Person in Control (PiC)** to match names with visitors' book.	☐ Done
Ask **work area managers** to try to account for their people. Write down the names of anyone they cannot account for and pass to the **PiC**.	☐ Done

people

Ensure the safety and welfare of your people

Missing persons and casualties

Record the names of people unaccounted for and their last known location

Name	Last known location

Record the details of any people taken away for treatment

Name of individual	**Taken to** (name of hospital, GP surgery, etc.)	**By?** (ambulance, colleague, etc.)

People welfare for those on site

Note: Remember to keep everyone informed as to what is happening.

What are the needs of the people still on site?

Needs	Actions
☐ Information	
☐ Food/water	
☐ Shelter	
☐ Toilets	
☐ Keys	
☐ Cash	
☐ Communication with family	
☐ Trauma counselling	
☐ Transport home	
☐ Other	

property

Assess any damage to business assets

Initial assessment

Depending upon the severity of the incident, and without putting yourself at risk, assess the following:

Note: If you have evacuated the building, it is unlikely that the **Emergency Services** will allow you back in – you may have to talk to people who were close to the incident.

Damage to building infrastructure (location, extent, impact on operation – mark on site plan if easier)	
Damage to sorting equipment (mech, sorting frames, etc.)	
Damage to vehicles	
Access to site (do we have access to the site?)	
Access to building and security keys (do we have access to the building?)	
Shared site (list any other business units on this site)	
Possible wider environmental damage	

process

Assess the operational status

Initial assessment

Make a quick assessment of the impact on the operation

What stage of the workplan are you at?	
What is the impact on the operation?	☐ High ☐ Medium ☐ Low
When is the next shift due?	
Any other notes	

communications

Keep people informed about what is happening

Emergency Services (if applicable)

Services required	Time called	Time arrived	Name of the senior officer
Police			
Ambulance			
Fire			

Note: The **Emergency Services** may want to know the location of your gas/electricity isolation points, etc. These should be listed in your **unit plan** and marked on your site/building layout plan.

Business unit escalation

Contact	Time called	Name of contact	Advice given/action promised
Central Postal Control			
Line manager			
FM Helpdesk			
Other			

Note: If you are approached by the media refer them to the **Royal Mail Press Office (24x7)** on **020 7250 2468**

Any other notes	

review

Assess what went well and what could be improved

A formal review should be carried out within a few days, but it's always helpful to make a note of what worked or didn't work as quickly as possible after the incident, so it's not forgotten.

Your details	
Name (block letters)	
Job title	
Signed	
Date	

About the incident	
What worked well?	
What could have been improved in the response and helpfulness of others? (Emergency Services, CPC, helpdesks, incident log, etc.)	
What other assistance would have been helpful to you that was missing during the incident?	
What actions have been taken locally since the incident?	
Any other comments	

ask for advice

Some of the key contacts you might require

Key contacts

Central Postal Control (CPC)	0345 266 1060
Property & Facility Solutions Helpdesk	0844 800 9191
HELP employee helpline	0800 6888 777
IT Helpdesk	01246 282 555
HR / PSP helpline	0345 60 60 603
Security Helpdesk	020 7239 6655
F&MS Fuel Supply Team	01246 547 765
Gas Emergencies / Leaks	0800 111 999
Royal Mail Press Office	020 7250 2468

Need further help?

Refer to staycalm.online

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