

## Bus incident management planning checklist

The following checklist has been produced to assist your organisation in developing an incident management plan (IMP). The checklist is separated into necessary and optional sections, so your IMP can relate directly to your business. Your IMP should accurately reflect your business procedures, so it is important to test your IMP to ensure that it is a workable document.

### Introduction

#### Necessary

Our IMP defines which types of incidents are relevant to our business.	<input type="checkbox"/>
Our IMP states who is responsible for reviewing the document, and how often the review will occur.	<input type="checkbox"/>

#### Optional

Our IMP includes relevant definitions (i.e. definition of an incident).	<input type="checkbox"/>
Our IMP defines legal requirements for incident management planning.	<input type="checkbox"/>

### Preparing for an incident

#### Necessary

Our IMP clearly defines each person's responsibilities in an incident.	<input type="checkbox"/>
Our IMP includes a relevant contact list, and procedures for regularly updating contacts.	<input type="checkbox"/>
Our IMP describes and records any training given to employees.	<input type="checkbox"/>

#### Optional

Our IMP includes our insurance details.	<input type="checkbox"/>
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### Responding to an incident

#### Necessary

Our IMP states what is expected of staff during an incident. This is easily accessible to all of our employees.	<input type="checkbox"/>
Our IMP has separate driver instructions that are carried on all vehicles.	<input type="checkbox"/>
Our IMP says how we will report incidents and who is responsible for completing reports after an incident.	<input type="checkbox"/>

**Optional**

Our IMP describes arrangements for establishing an operations room, including details of its location and any necessary equipment (for larger operations)	<input type="checkbox"/>
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**Preventing an incident**

**Necessary**

Our IMP helps us to identify risks that are relevant to our operations.	<input type="checkbox"/>
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**Optional**

Our IMP says how to report suspicious behaviour, activities or packages.	<input type="checkbox"/>
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Our IMP includes says how we will reduce security risks to staff, passengers and assets.	<input type="checkbox"/>
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**Recovering from an incident**

**Necessary**

Our IMP describes how we will support staff and passengers during and after an incident.	<input type="checkbox"/>
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**Optional**

Our IMP includes a media strategy, stating who will handle media enquiries.	<input type="checkbox"/>
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Our IMP provides options for how we can continue delivering or adapt services during an incident.	<input type="checkbox"/>
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