

1.4 Incident management roles

Initial actions by the supervisor

Effective incident control is often achieved in the first few moments. A lot of critical events can happen in quick succession, distorting information and making the incident worse. The supervisor who acts promptly can reduce the seriousness of the incident and contain the loss.

Detail of the actions a Station Supervisor should/may take in the event of an incident are shown in the Reference/Working Manual section Nc100

An incident manager checklist (Initial actions of supervisor) should be used during/after an incident. This list is indicative rather than exhaustive.

Item		Done	To Do
1	Assessed the situation, identified the hazards, ensured safety		
2	Contacted all relevant parties (location, Type of incident, requirements)		
3	Allocated a dedicated telephone line		
4	Requested Duty Manager (if necessary)		
5	Written notes on the Key points (in Incident Log Book)		
6	Closed station (control passenger flows) as appropriate		
7	Co-ordinate with emergency services		

Useful reminders when setting up Incident Organisation

S	Survey	C	Casualties
A	Assess	H	Hazards
D	Disseminate (frequently)	A	Access
		L	Location
		E	Emergency Services/Equipment
		T	Type of incident
		S	Safety