

Incident Management Checklist

A practical checklist for capturing, investigating, and closing out incidents

ISO 45001 • ISO 14001 • ISO 22301

Incidents that are not captured consistently and investigated properly tend to repeat. This checklist sets out a practical sequence for reporting, investigating, and closing incidents so that root causes are addressed and corrective actions are tracked to completion.

A Reporting & Initial Capture

- ☐ Report the incident through a defined channel within 24 hours
- ☐ Capture date, time, location, and people involved
- ☐ Classify the incident type and initial severity rating
- ☐ Collect photographic or physical evidence at the scene
- ☐ Notify the relevant manager or incident owner immediately

B Immediate Response

- ☐ Secure the area and remove any ongoing hazard
- ☐ Provide first aid or medical attention where required
- ☐ Preserve evidence and witness statements before the scene changes
- ☐ Determine whether the incident is notifiable to a regulator
- ☐ Log any equipment or property involved for inspection

C Investigation

- ☐ Assign a qualified investigator or investigation team
- ☐ Interview witnesses and affected persons
- ☐ Apply a structured root cause analysis method
- ☐ Distinguish immediate causes from underlying systemic causes
- ☐ Document findings in a formal investigation report

D Classification & Severity

- ☐ Confirm severity and potential severity ratings against defined criteria
- ☐ Flag incidents that qualify as near misses for trend analysis
- ☐ Link the incident to the relevant risk or hazard register entry
- ☐ Determine if the incident indicates a pattern across sites or teams

E **Corrective & Preventive Actions**

- ☐ Define corrective actions that address the root cause, not just the symptom
- ☐ Assign each action an owner and a realistic due date
- ☐ Distinguish immediate corrective actions from longer-term preventive actions
- ☐ Verify that actions are resourced and achievable
- ☐ Escalate overdue actions to management

F **Closure & Verification**

- ☐ Verify that corrective actions were implemented as described
- ☐ Confirm the action actually resolved the root cause before closing
- ☐ Obtain sign-off from the incident owner or investigator
- ☐ Archive the investigation report and supporting evidence
- ☐ Communicate lessons learned to relevant teams

G **Monitoring & Reporting**

- ☐ Review incident trends by type, location, and severity on a set frequency
- ☐ Report incident and action status to management and relevant committees
- ☐ Benchmark incident rates against prior periods and targets
- ☐ Feed recurring findings into risk assessments and training programmes