

Appendix 1 – Log Keeping Template

The following template is to be used as a structured way to record information and decisions¹ taken during incidents or a crisis. It can be likened to an official diary of events and is useful for good communications, situational awareness, decision-making, debriefing, identification of lessons arising and audit purposes. The following instructions apply:

- Create one log per incident/crisis
- The template can be completed by hand or electronically. However, think **CIA** – clear, intelligible and accurate
- Contemporaneous. Make entries at the time of the event or as soon as possible thereafter, when events are still fresh in the memory
- Sequential. Each entry should be identified with a reference number. Each cross-reference to an entry (e.g. later updating or correcting) should be identified with a reference letter
- Include all relevant **FACTS**, including non-verbal communications. No assumptions, comments or opinion unless based on facts
- No blank spaces should be left between words or lines left between entries
- Avoid abbreviations if the reader isn't going to understand what they mean
- If handwriting the log, follow **no elbow**, i.e.:
 - No Erasures – do not cross out portions of text
 - No Leaves torn out – i.e. if hand writing in a book, don't tear out pages
 - No **B**lank spaces, or if there are, rule them out
 - No **O**verwriting
 - No **W**riting in the margins, unless a cross-referencing letter denoting a later amendment
- Unused spaces at the end of a series of entries must be ruled through, signed, dated and timed
- Crossings out/mistakes initialled by the maker
- Any mistake identified at the time of writing must be scored through with a single line, initialled, and the correct words inserted after the error
- The log should have an opening entry

The log can be displayed in a crisis room, or the entries relating to a particular meeting can be shared with participants, essentially acting as the 'minutes' of the meeting.

All Crisis Management Team logs should be submitted to [INSERT TEAM HERE] for secure electronic storage at the end of each day.

¹ A decision is a chosen course of action which could be interpreted as having an effect on the outcome of an incident/crisis

Entry No.	Date Time	Information/message received	Decision(s) made, including rationale	Action	Person making entry
		Log opened by [INSERT NAME HERE]			
		Log closed by [INSERT NAME HERE]			

Log Keeper Name _____