

# Incident Management

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- There should be a written policy on how to deal with and record all types of incidents.
- All ejections should be recorded and where the intervention of door supervisors to remove a customer is required this should be recorded in some detail.
- It is also a good idea to keep a record of refusals and the reasons for refusal.
- The duty manager should be aware of all such interventions and should have signed the relevant entries.
- A copy of each incident log should be forwarded to head office where applicable.
- All management and staff should possess a good knowledge of what is required by the emergency services when attending their premises.
- Basic training should be given to management with regard to crime scene management and the role of the police.