**Schedule 5 – Incident Report – Clause 16.1 (d)**

**Incident Details**

| **No** | **Question** | **Response** |
| --- | --- | --- |
| **1.** | **Date and time the Unforeseen Event impact commenced** |  |
| **2.** | **Date and time the Unforeseen Event impact ended** |  |
| **3.** | **Short description of the Unforeseen Event** |  |
| **4.** | **Identify the cause of the incident** *For example: the system name and issue* |  |
| **5.** | **Identify the internal rating / priority given to the Unforeseen Event** *For example: Incident was rated ‘Critical impact/Severity’ defined as total inoperability of the solution or solution components, for which no work around is available (Stevedores unable to service roadside interface)* |  |
| **6.** | **List operational activities that were/are impacted by this Unforeseen Event including the systems impacted** |  |
| **7.** | **List all notifications provided to Carriers prior, during and after the incident** *Include date and time notification issued and the notification content* |  |
| **8.** | **Contact person in the event further information on this event is required**  **- Name - Position Title - Phone number - Email** |  |
| **9.** | **Date and time the incident response commenced** |  |
| **10.** | **What activities were undertaken during the outage to minimise impact i.e. any manual processing?** |  |
| **11.** | **Date and time the temporary fix was implemented** |  |
| **12.** | **Describe the temporary fix undertaken by the Stevedore** *A temporary fix is a fix that enables the Stevedore to become operational but may not permanently resolve the issue* |  |
| **13.** | **Date and time the permanent fix was applied** |  |

**Incident Details**

| **No** | **Question** | **Response** |
| --- | --- | --- |
| **14.** | **Describe the permanent fix undertaken or to be undertaken by the Stevedore to ensure this type of incident does not occur again** *A permanent fix is a fix that eliminates the issue from re- occurring* |  |
| **15.** | **Has an Unforeseen Event for a similar type of incident been called before? If yes, why did the previous fix not resolve the issue?** |  |
| **16.** | **In the event a similar type of incident occurs again, describe the business response plan that has been established to manage such an incident?** |  |

Signed: Dated: