Incident Response Procedure

Reference: BCMS DOC 8.4.2
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1. Scope

This procedure applies at all of Organisation Name's sites.

2. Responsibilities

2.1 All Employees/Staff are responsible for identifying and reporting events that might disrupt Organisation Name or its ability to function normally.

2.2 The Business Continuity Manager is responsible for invoking the business continuity plan in response to any potential disaster that might disrupt the business, as well as in the event of any other occurrence that affects Organisation Name's capability to operate normally.

2.3 The Emergency Response Teams is responsible for enacting the business continuity plans to the extent determined necessary.

3. The Emergency Response Team (ERT)

3.1 The team comprises those Employees/Staff
"listed here or on the [Emergency Team Contact Card]"

along with appropriate contact details.

"**Name**
Position
Contact details"

"**Name**
Position
Contact details"

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"**Name**
Position
Contact details"

"**Name**
Position
Contact details"

"**Name**
Position
Contact details"

3.2 The members of the Emergency Response Teams will take on roles and delegate activities to other Employees/Staff according to the requirements of the situation.

3.3 The Emergency Response Teams will set clear objectives by defining responsibilities and priorities, and providing decisive leadership when dealing with business continuity incidents and disruptions.

3.4 The responsibilities of the Emergency Response Teams include:

- respond immediately to an incident, a potential disaster or disruption and, if appropriate, to call emergency services;
- assess the scale of the disruption and its impact on the business;
- decide which elements of the Incident Response or Business Continuity Plan should be invoked;
- (if necessary) establish and manage a Service Continuity Team to maintain vital services;
- (if necessary) establish and manage a Disaster Recovery Team to return to normal operation;
- (if necessary) manage resources to respond to the disruption; and,
- manage media relations and communications with stakeholders.

4. Procedure

4.1 Each identified incident is recorded in the Incident Log by the Business Continuity Manager
"/delegated role"

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at the earliest opportunity.

4.1.1 The incident is assigned a number,
"which is determined how? Simply numerical order? Some form of pattern that indicates where the incident occurred, affecting what, etc.?"

4.1.2 The Business Continuity Manager should endeavour to expand the log entry as soon as relevant information becomes available.

4.2
"Your procedure should set out clearly who you want emergencies reported to, what the escalation process is, who has the authority to invoke business continuity plans and how communication works. This procedure should refer to the Incident Response Structure that is described in the Business Continuity Strategy."

<< 4.3 – 4.5 removed for sample purposes >>

Appendix 1: Standard Procedure

"Outline the procedure here for alerting relevant persons/organisations (Emergency Response Teams) to the emergency or incident, how it is escalated to the point of considering invoking the business continuity plan, and how the plan is invoked. This should be a generic procedure that can be followed regardless of the nature of the emergency or incident, and at any of your organisation's sites.

For example:
1. Anyone who identifies an emergency or incident that could result in disruption to Organisation Name or its activities informs their line manager and the [Business Continuity Manager contact].
2. Business Continuity Manager assigns responsibility for monitoring the emergency or incident to a relevant person with appropriate expertise, who reports developments to the Business Continuity Manager / Emergency Response Teams as agreed between them.
3. Emergency Response Teams assesses the nature of the emergency or incident and determines both the likely level of disruption and the maximum level of disruption.
4. On the basis of this determination, the Emergency Response Teams contacts the relevant persons, organisations, authorities and/or interested parties.
5. On the basis of communications with those parties, the Emergency Response Teams informs the Business Continuity Manager to invoke the business continuity plan either in part or in full."

Document owner and approval

The Business Continuity Manager is the owner of this document and is responsible for ensuring that it is reviewed in line with the requirements of the management system.

The current version of this document is available to

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"Specify which members of staff this document is intended for"

and is published

"Describe the location(s) - electronic and physical - where this document is available"

Its approval status can be viewed in Master List of Document Approval.

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