



БЛАГОДІЙНА ОРГАНІЗАЦІЯ «БЛАГОДІЙНИЙ ФОНД «СТАБІЛІЗЕЙШЕН СУППОРТ СЕРВІСІЗ»
CHARITABLE ORGANIZATION «CHARITY FOUNDATION «STABILIZATION SUPPORT SERVICES» 04053, Україна, м. Київ, вул. Січових Стрільців, 1-5
ЄДРПОУ 40567253, р/р 26008500242960 банк ПАТ «Креді Агріколь Банк», МФО 300614

Critical Incident Management Procedure

Document Information	
Document Version	1.0
Applies to those who work on our behalf	<i>Employees, consultants, volunteers</i>
Prepared by	Toro Solutions
Approved by	Dermot Hamilton
Issued date	2020
Review date	Within two years of the issue date





Contents

Contents	2
1. Introduction	3
1.1. Purpose	3
1.2. Procedure Review	3
2. Procedure	3
2.1. When do we use this procedure?	3
2.2. Incident Management Team structure	3
2.3. Activating the Incident Management Team	4
2.4. Incident Management Phases	5
2.5. Phase Actions	5



1. Introduction

1.1. Purpose

The document defines what a critical incident is, outlines the composition of our incident management team and their roles and responsibilities, confirms when an incident management team should be activated and provides actions for each phase of a critical incident response. The appendices include a set of tools that can be used by the incident management team.

1.2. Procedure Review

To meet with best practice and safety and security risk management developments and any changes in applicable law, we agree to review this procedure, and any other relevant documents or practices that govern and regulate incident reporting, every two years as a minimum.

2. Procedure

2.1. When do we use this procedure?

We use this procedure when we are experiencing a critical incident, which we define as follows:

“An unexpected event or situation that has caused, or has the potential to cause, critical harm to our people, reputation, finances, systems, projects or entire organisation, and thus requires a dedicated incident management team to manage its impact and aftermath”.

2.2. Incident Management Team structure

Our Incident Management Team (IMT) is a cross-functional team in the sense that several different skills sets are required to effectively reduce the impact a critical incident. Where resources are limited, the IMT can be composed of both internal and external individuals. Our team is composed of the following roles:

Role:	Name	Contact
Lead	Dermot Hamilton	dhamilton@stabilizationsupportservices.org
Support	Olga Ivanova	oivanova@stabilizationsupportservices.org
Human Resources	Kateryna Morhun	kmorhun@stabilizationsupportservices.org
Media / Comms	Olga Ivanova	oivanova@stabilizationsupportservices.org
Admin	Yulia Loshakova	yloshakova@radnyk.org
Legal	Valeriia Vershynina	vershynina@radnyk.org
IT	Ihor Stashkevych	istashkevich@stabilizationsupportservices.org
Finance	Olha Saukh	osaukh@stabilizationsupportservices.org



Role:	Purpose	Required
Lead	Coordinates the overall response; retains ultimate responsibility for decisions; provides regular situational reports to key stakeholders; ensures Support implements decisions; makes initial contact with families, connecting them to Family Liaison.	For all critical incidents
Support	Acts as key advisor to the Lead, ensuring decisions are taken with a 'wider perspective'; considers the implications of each decision; monitors health and wellbeing of IMT, advising when rest should be taken; manages all team roles (except the Lead)	For all critical incidents
Human Resources	Advises on HR policy and contractual obligations; coordinates family liaison; coordinates medical and wellbeing support; liaises with insurers.	For all critical incidents
Media / Comms	Scans the media for specific information; manages media relations and external statements; manages internal communications; provides guidance to families regarding handling the press.	For all critical incidents
Admin	Records all information, communication and decisions; provides administrative support to the IMT.	For all critical incidents
Legal	Reviews Duty of Care obligations; informs Lead and Support of obligations and recommendations.	For all critical incidents
IT	Provides guidance on internal information and digital security; supports response to information and digital security incidents.	For incidents involving cyber threats
Finance	Ensures adequate financial resources are available; implements financial transfers (where required).	For incidents requiring financial support

Composition Notes:

- The Lead acts as the person ultimately responsible for the management of the critical incident and has the final say on any decisions.
- The Support has functional authority over all other team roles and makes the decision of who is needed on the team and for how long.
- IMT members should be selected based on relevant skills, experience and personality, rather than seniority.

2.3. Activating the Incident Management Team

An IMT should be activated for all critical incidents. Activating the IMT is not considered as an option of 'last resort', as it provides us with the opportunity to demonstrate that we are willing and able to provide support and reassurance to stakeholders and affected people under our Duty of Care.

As such, we prefer to activate the IMT where there are uncertainties and then stand it down if required, rather than let an incident play out until gets to a point where it can be defined as a critical incident.

In addition, if any one of the following trigger events occurs, we will automatically activate the IMT:

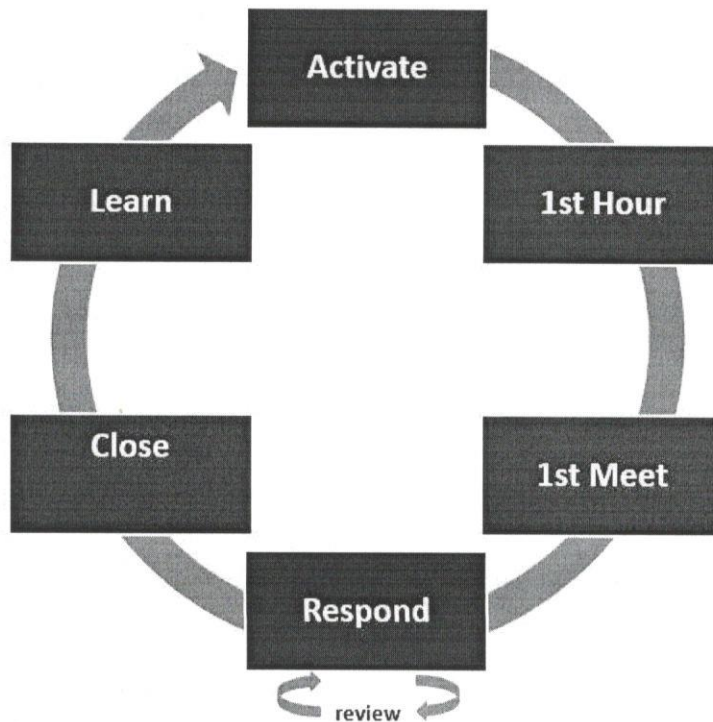
- Critical incident / terrorist attack near our office
- Critical disruption to our project
- Major impact to one of our donors / partners (because it has affected our organisation)
- Significant 'insider threat' situation
- Successful cyber-attack, or data breach
- Direct targeting of our office



- Major loss of finance
- Extensive loss of reputation
- Critical injury / abduction / extended detention of our people
- The death of one of our people

2.4. Incident Management Phases

We adopt a phased approach to managing critical incidents. This helps us to identify specific actions at each phase. The phases are as follows:



2.5. Phase Actions

While the actions that we will implement depend on the nature of the critical incident, the following tables provides the structure that we will:



Phase	Actions	Responsible
Activate	<ol style="list-style-type: none"> Determine if the incident needs an IMT Notify IMT of activation Agree how and when the IMT will meet Start logbooks¹ Circulate the IMT contact details Agree meeting place 	<ol style="list-style-type: none"> Lead Lead Lead and IMT Admin Admin Admin
1 st Hour	<ol style="list-style-type: none"> Conduct 1st hour briefing Develop 1st hour Knowledge Wall² Take immediate actions to preserve life Assess immediate impact Assess potential responders Inform insurers Build profiles of affected people Set up "management room" Set up IT systems that IMT will use Scan media for any news related to the incident 	<ol style="list-style-type: none"> Lead Support and IMT All IMT All IMT All IMT Human Resources Human Resources Admin IT Media / Comms
1 st Meeting	<ol style="list-style-type: none"> Agree full IMT composition Agree IMT roles and responsibilities Establish principles and ways of working Determine IMT objectives Develop After 1st Hour Knowledge Wall³ Map key stakeholders Agree and assign actions Agree next meeting time and location 	<ol style="list-style-type: none"> Lead and Support Support and IMT Support and IMT Support and IMT Support and IMT Support Lead and IMT Lead and IMT
Respond	<ol style="list-style-type: none"> Develop Scenario Plans⁴ Develop and implement a media plan Develop and implement a family liaison plan Implement disaster recovery and business continuity plan Provide legal advice and links Ensure required funds are available Maintain Logs and Knowledge Wall Review the response, so far 	<ol style="list-style-type: none"> Support and IMT Media and Support HR and Support IT and Support Legal Finance Admin Lead and Support
Close	<ol style="list-style-type: none"> Should we close the IMT / Have we met our objectives? Provide ongoing support to affected people Notify key stakeholders of the closure Create a plan to address outstanding actions Secure all records 	<ol style="list-style-type: none"> Lead and IMT Human Resources Media and Support All IMT IT
Learn	<ol style="list-style-type: none"> Conduct individual learning briefings Conduct group learning review Produce learning report Create improvement plan 	<ol style="list-style-type: none"> Human Resources Lead and Support Lead and Support Lead and Support



Handwritten initials/signature.