

What do we need to do?

We will ensure that:

- ✓ business units maintain an Incident Management Plan (IMP) and communicate information enabling workers to identify incidents
- ✓ workers log incidents identified in the course of their activities as soon as possible
- ✓ Incident Managers escalate incidents to all relevant Escalation Points in accordance with the BU IMP
- ✓ The Incident Manager is responsible for coordinating the incident investigation and response with input from the relevant Subject Matter Experts
- ✓ incidents are assessed using the Enterprise Incident Impact Rating Table within the BU IMP
- ✓ relevant and timely information is communicated to key stakeholders throughout the Incident Management process, and
- ✓ Post Incident Review should be performed as specified in the BU IMP and corrective actions are completed within agreed time frames.

Our goal

Effectively manage unforeseen or damaging occurrences. Examples of incidents include, but are not limited to: injury; fatality; burglary; product recall; vehicle collision; industrial relations disruption; discovery of asbestos; privacy or data breach; failure of IT system, and business disruption event.

Have you seen an incident?

You need to log incidents as they arise. Have a look at the policy for further information.

What do you need to do?

You may have had your house burgled at some stage. If/when it happened, you probably followed a plan which looked something like this:

- ✓ Check what has been stolen.
- ✓ Notify the police.
- ✓ Try and work out how the burglars got in.
- ✓ Notify your insurance company.

Managing incidents at work requires a plan too. An incident needs to be managed and then investigated. It is your responsibility initially though, if you see an event, to log the incident.

What if you don't adhere to the policy? Disciplinary action may be taken in response to any breach of the Incident Management policy, up to and including dismissal or discontinuing the services of an individual.