

# On■Call Handbook

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## 1. Responsibilities

On■call engineers respond to alerts, mitigate impact, and communicate status.

## 2. Escalation

Escalate to the incident commander for SEV■1 incidents within 10 minutes.

## 3. Handover

Provide a handover note at shift end including ongoing risks.

## 4. Notes

This document is confidential and intended for internal use only. If you have questions, contact the Policy Owner listed in the Responsibilities section.