

# Incident Response Playbook

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## 1. Severity

Incidents are classified from SEV■1 to SEV■4 based on customer impact and data exposure risk.

## 2. First 30 Minutes

- Create an incident channel and assign an incident commander.
- Stabilize: stop the bleeding before root cause analysis.
- Capture timestamps and actions for audit.

## 3. Post■Incident

Run a postmortem within 5 business days and track remediation.

## 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.