

Incident Management Policy

1. Purpose/Objective

The purpose of this policy is to define incident management lifecycle that will enhance and improve the confidentiality, integrity and availability of the system from uncertain events or incidents.

2. Scope

The policy applies to:

- All employees, contractors, interns, and third parties with access to company IT systems.
 - All systems, applications, and services that require information security.
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3. Policy Statement

- All detected events must be immediately reported to the IT Security Department.
 - Event must be logged in the database and severity of the event/incident must be labelled.
 - Incident must be responded with vulnerability eradication and the system must be thoroughly checked for similar vulnerability.
 - Scan for the root causes and eliminate them.
 - Recover the system back to normal/operation from the backup.
 - Collect evidence and document the incident and the actions taken to eradicate the vulnerability.
 - Update the controls and policies of the system with the enhanced security.
 - Incident Management is a continuous improvement process.
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4. Roles & Responsibilities

- **Employees / Users:** Responsible for immediately reporting the uncertainty.
- **IT Security Department:** Respond to the incident with containment, eradication and then recovery the data through data backups. Enforce controls after completely eradicating the root-cause of the incident.
- **Management:** Ensure staff are trained and aware reporting the events to the IT Security Department.

5. Compliance & Enforcement

- Non-compliance may result in:
 - Revocation of system access.
 - Disciplinary action, up to termination of employment.
 - Legal action in case of deliberate compromise
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6. References

- **Clause 6.1** → Risk treatment planning must consider incidents.
 - **Clause 9.1** → Monitoring, measurement, analysis, evaluation includes incident data.
 - **Annex A 5.24–5.28** → Incident management specific controls: reporting, assessment, response, learning.
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