Business Continuity Work Instruction
No. BCWI0001
Issue Date: 10/07/24

Title: Immediate Incident Response

1.0 Objective: The purpose of this WI is to assure proper steps are taken to address the immediate concerns of the incident at hand.

2.0 Responsibility: The President is responsible for the training and implementation of this procedure.

3.0 Associated Materials:

BCPR0001	Business Continuity Procedure
BCRD0004	Immediate Alert Matrix
IRCP	Incident Response Contingency Plans

4.0 Instruction:

4.1 If you are the first Sr. Manager on the scene of the incident, or the first of the Management Team notified, Assess the situation, gathering as much of the following information as possible

- 4.1.1 What happened…what is the emergency
- 4.1.2 Where? Which building(s) or site(s) is/are affected
- 4.1.3 Any injured or missing employees or visitors?
- 4.1.4 When did the incident occur?
- 4.1.5 If police, fire, ambulance or another rescue service is needed…CALL THEM before 4.2
- 4.1.6 Remain on site or connected to liaison and direct actions as necessary.

4.2 Contact the remainder of the Sr. Management staff and other BC representatives as appropriate.

4.3 Sr. Mgmt. team will determine the nature and scope of the incident to identify the appropriate IRCP to begin formulating response.

- 4.3.1 Identify critical activities affected by the incident
- 4.3.2 Use BCRD0004 to identify and prioritize Interested Parties
- 4.3.3 Craft message(s) for each party
  - 4.3.3.1 Should the scope of the incident command media coverage, the message will be crafted by the President and others as he may choose. The message will be delivered to the media by the President or his assignee.
- 4.3.4 Assignees, contact interested parties.

UNCONTROLLED