

KMC

Incident Management

Plan (IMP)

Guidance “Lite”

As At: May 2019

**Copies of this document must be kept at
each Directors home ie offsite from KMC.**

KMC Incident Management Plan

As at May 2019

Introduction

The Incident Management Plan (IMP) is a set of guidelines to help the response to Issue and Incident Management at KMC. Risk Management is handled and documented separately. The IMP is updated annually. Ownership of the plan as an entire response document rests with the Board Chair or persons delegated.

Key Documents and schedules to be read in conjunction with this document are,

- KMC Risk Invocation Events
- KMC Business Continuity Options
- KMC Contact List

Invocation is dependent upon Incident Severity Level which is immediately scored by the Incident discoverer.

The Key Approach to IMP for KMC is,

- **Score and analyse**
- **Inform**
- **Invoke**

Invocation

Invocation may be assessed as a ***Board Wide incident*** or a ***Director Responsibility Event***.

The former requires a Board Crisis Team to come together led by the Chair and the latter is handled within a Board Directors responsibility area led by the Director in question.

The person who identifies an Incident must make an immediate assessment of the situation, estimate the severity score level and then inform either i) the Chair for a ***Board Wide event*** and ii) the relevant Director for a ***Director Responsibility Event***.

The KMC Risk Invocation Event schedule (separate document) will give indications as to what type of event this is and enable any director (or contractor) to effectively score the incident.

The Chair or Director accountable depending upon what type of event it is, is then responsible for the full invocation process being followed and implemented until full recovery is achieved and the business is able to continue in normal form.

Incident Management Teams

Incident Management Teams are the people who come together to deal with an Incident. These will possibly be different dependent upon the event severity level.

a) Board Wide Incident (SIGNIFICANT event – *Categories 5,4:*

The Board Crisis Team includes all Board members as per the Contact List. The team will be informed by text by the Chair after the scoring assessment has taken place and within the first hour of the incident. Given the geographical diversity of the Board, the Incident Meetings may take place by e mail, phone or in person as determined by the Board Chair. Physical location alternatives are listed in this document.

At the first meeting the Chair will inform the Board Crisis team as to regularity of meetings required for the first 24 Hours period. It should be expected these are every hour within the first 24 hours but flexed to suit as determined by Chair. It is important all Directors attend such meetings and updates as the Board are jointly and severally liable to deal with them.

Where a Board Wide Incident occurs the Chair will appoint Board members to specific roles and activities which will include (inter alia),

- Plan Co-ordinator and Progress Monitor
- Issue and Impact Assessor
- Communications Officer (Board, Province, UGLE, Members, Contractors, victims)
- Insurance Co-ordinator
- Solutions Identifier and Assessor
- Minute and Decision taker

Full invocation is **ONLY** commenced after such a meeting and the Chair confirms the actions to be taken and the people who is to deliver each component.

b) Director Responsibility Event - *Categories 4,3,2,1:*

Director Responsibility Events are by definition less critical to the ongoing running of the Business Operations but nevertheless serious enough to warrant they are dealt with as quickly as possible to ensure the smooth running of the temple for all members. Therefore close management to solution is required by the Director in whose responsibility this falls.

Should the Incident score determine that this is a Director Responsibility Event, then that Director will inform the Chair of the incident and response plan and then organise which members of the Board he requires to execute the plan, inform them and arrange execution. Such people will be contacted by the Director by e mail and Mobile call. The agreed team will inform and organise any external contractors and execute any alternative arrangements that are required.

Communications

Constant and full clear communications following an event are key to success. The Communication officer appointed will deal with all such tasks.

A stakeholder plan for all involved is important and should include, Board members, Province, Members, UGLE (if at all), victims, Lodges involved, Contractors, press, neighbours etc.

Communications shall be by e mail, mobile call or landline call as directed at the time. All directors should provide such details. The Chair will always be informed of any such event and other Board members informed should they be required. In the case of a Board wide event the Chair must be informed immediately. The Chair will then make an assessment and inform all Board members by text immediately.

A KMC Contact List is one of the Documents to be regularly maintained and included as part of this document set.

Key Messages from this Document:

- **First on scene takes Decision as to which incident type it is (SCORE)**
- **Once Decided Communication made (INFORM)**
- **Resultant owner of Incident then creates Execution plan and appoints Incident team as required. That team/person then decided on action and invokes plan (INVOKE)**
- **Continuous Communication is KEY**