CRISIS MANAGEMENT POLICY AND PROCEDURES

Purpose

The purpose of this Crisis Management Policy and Procedures is to provide a structured approach to managing and responding to crises that may impact Trendie, its employees, stakeholders, and operations. This policy aims to ensure that the organisation is prepared to handle emergencies effectively, minimising damage and ensuring the safety and well-being of all involved. It outlines the procedures for identifying, assessing, and responding to various crisis situations, in compliance with relevant Australian legislations and regulations.

Scope

This policy applies to all employees, contractors, and stakeholders of Trendie. It covers a broad range of crisis situations, including but not limited to natural disasters, workplace accidents, data breaches, and other incidents that may threaten the safety, reputation, or operations of the organisation. The policy aligns with relevant Australian legislations and regulations, such as the Work Health and Safety Act 2011 (Cth), Privacy Act 1988 (Cth), and other applicable state and territory laws.

Crisis Management Principles

- **Preparedness:**

  Trendie is committed to being well-prepared for potential crises. This involves regularly assessing risks, maintaining up-to-date crisis management plans, and conducting training and drills to ensure readiness among staff.

- **Response:**

  A swift, effective, and coordinated response is critical during a crisis. This includes clear communication, prioritising safety, and minimising disruption to operations.

- **Recovery:**

  After a crisis, the focus shifts to recovery and returning to normal operations as quickly and safely as possible. This includes addressing the impact on people, property, and the organisation's reputation.

- **Communication:**

  Transparent and accurate communication is essential in managing a crisis. This involves informing stakeholders, employees, and the public as appropriate while ensuring compliance with privacy and confidentiality requirements.

- **Compliance with Legislation:**

  All crisis management activities will be conducted in accordance with Australian laws and regulations, including those relating to health and safety, privacy, and emergency response protocols.

Responsibilities

- **Employees:**

  Employees are responsible for understanding and following this policy and the associated procedures. They must report any potential crisis situations immediately to their manager or the designated crisis management team member. Employees should also participate in crisis training and drills.

- **Managers:**

  Managers play a key role in crisis preparedness and response. They are responsible for ensuring their teams understand the crisis management procedures and act accordingly during a crisis. Managers should report incidents promptly and support the crisis management team during response and recovery.

- **Crisis Management Team (CMT):**

  The CMT is responsible for the overall coordination and management of crisis situations. This includes assessing risks, activating the crisis management plan, coordinating response efforts, and communicating with stakeholders. The CMT will also conduct post-crisis evaluations to improve future responses.

Crisis Management Procedures

- **Risk Assessment and Prevention:**

  o Regularly conduct risk assessments to identify potential threats and vulnerabilities.

  o Implement preventive measures to mitigate identified risks.

- o Ensure compliance with the Work Health and Safety Act 2011 (Cth) by maintaining safe working conditions and practices.

- **Crisis Identification and Reporting:**

  - o Identify a crisis promptly based on the predefined criteria (e.g., natural disasters, workplace accidents, data breaches).

  - o Employees must report any potential crisis situations immediately to their manager or the CMT using the designated communication channels.

- **Activation of Crisis Management Plan:**

  - o The CMT will evaluate the situation and, if necessary, activate the crisis management plan.

  - o Inform relevant authorities as required by law, such as the police, fire department, or the Office of the Australian Information Commissioner (OAIC) for data breaches.

- **Incident Response:**

  - o Evacuate or secure the premises if required, following the emergency evacuation procedures.

  - o Provide immediate first aid or medical assistance as necessary, complying with the First Aid in the Workplace Code of Practice.

  - o Contain and mitigate the crisis impact, such as shutting down systems during a data breach or securing hazardous areas.

- **Communication:**

  - o The CMT will coordinate internal and external communication during the crisis.

  - o Notify affected employees, stakeholders, and authorities promptly while ensuring confidentiality and compliance with the Privacy Act 1988 (Cth).

  - o Designate a spokesperson for media inquiries and public statements.

- **Recovery and Business Continuity:**
    - Develop a recovery plan to restore normal operations as quickly and safely as possible.
    - Provide support and counselling services to affected employees.
    - Review and update the business continuity plan to prevent recurrence and improve resilience.

- **Post-Crisis Evaluation and Reporting:**
    - Conduct a thorough evaluation of the crisis response and recovery efforts.
    - Document lessons learned and update the crisis management plan accordingly.
    - Prepare a detailed report for senior management and, if required, relevant regulatory bodies.

Compliance and Enforcement

Trendie is committed to adhering to this Crisis Management Policy and Procedures. Non-compliance with this policy may result in disciplinary action, up to and including termination of employment. All crisis management activities will be conducted in accordance with relevant Australian laws, including the Work Health and Safety Act 2011 (Cth), Privacy Act 1988 (Cth), and other applicable regulations.

Training and Awareness

- **Crisis Management Training:**

    Regular training sessions will be conducted for all employees to ensure they are familiar with the crisis management procedures and their roles during a crisis.

- **Drills and Simulations:**

    Periodic drills and simulations will be organised to test the effectiveness of the crisis management plan and the readiness of the CMT and staff.

Review and Updates

This Crisis Management Policy and Procedures will be reviewed annually or following a significant incident to ensure its relevance and effectiveness. Updates will be communicated to all employees, and any changes will be incorporated into future training sessions.

Implementation

The successful implementation of this policy requires the cooperation of all employees and stakeholders. The CMT will oversee the policy's implementation and ensure that all staff members are adequately trained and informed about their responsibilities in managing a crisis.

By adhering to this policy, Trendie ensures a proactive, organised, and legally compliant approach to crisis management, safeguarding the well-being of its employees and the continuity of its operations