

# **Incident Management Plan**

## **Incident Response Team (Reputation)**

**Version 3**

**Last updated: June 2022**

Incident Management Plan – Reputation

	<b>Incident</b>	<b>Level</b>	<b>Action(s)</b>	<b>Responsible parties within IRT</b>	<b>Timeframe</b>
1	Loss of personal data	2	Inform the Head of Department/ Office	The staff concerned	Within an hour
			Head of Department/ Office to inform IRT and LU's Personal Data Privacy Committee	Head of Department/ Office	Within an hour
			Briefly explain the incident to CMT with proposed solutions	IRT leader	Within an hour
			Follow the guidelines of the Code of Practice for Handling Personal Data when handling the incident	Department/ Office concerned	Nil
			Inform the affected students or staff and propose further actions	Department/ Office concerned	Within 24 hours
			Develop key messages/ statement and manage press enquiries (if any)	OCPA	Within 24 hours
2	Students with forged academic records	2 / 3 (if media aware of the incident)	Inform IRT	Registrar	Within an hour
			Inform CMT	IRT leader	Within an hour
			Discuss with CMT whether to form an independent inquiry panel to investigate the case or to report the case to police	IRT leader	Nil
			Support the investigation by the police/ relevant government departments if necessary	Registrar	Nil

## Appendix A8

			Decide on the penalty to be given to the students concerned	IRT and the independent inquiry panel	Within a week
			Develop key messages/ statement and manage press enquiries (if any)	OCPA	Within 24 hours
3	It is disclosed that a senior management member has forged academic records	3	Notify IRT on receiving an inquiry from the media	OCPA	Within an hour
			Identify the news with senior management	IRT leader	Within an hour
			Discuss with senior management whether to form an independent inquiry panel to investigate the case or to report the case to police	IRT leader	Nil
			Propose an appropriate spokesperson for CMT	IRT leader	Within an hour
			Prepare a speech for the spokesperson and send key messages to the press	OCPA	On the same day
			Manage the press if they enter the campus to take photos or conduct interviews with students and other staff members	OCPA	Nil
			Approve an official statement to the media and other relevant parties	CMT	Nil
			Issue an official statement to quell the rumours	PO/ HRO/ OSA	Within 24 hours
4	False Accounting	3	Inform IRT leader	Department/ Office concerned	Within an hour
			Inform CMT	IRT leader	Within an hour
			Report to police if necessary	IRT leader	Within an hour

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			Investigate the case and report to CMT	IRT leader	Within an hour
			Support the investigation and the arrest by the police	IRT leader	Nil
			Develop key messages/ statement and manage press inquiries (if any)	OCPA	Within 24 hours
			Approve an official statement to the media and relevant parties	CMT	Nil
			Issue an official statement to quell the rumours	PO/ HRO/ OSA	Within 24 hours
5	A member of senior management is arrested or dies	3	Notify IRT as soon as inquiries are received from the media	OCPA	Within an hour
			Identify the news with CMT	IRT leader	
			Discuss the arrangements with the deputy of the arrested/ dead staff member	IRT leader	Within 24 hours
			Develop key messages and manage press enquiries	OCPA	Within 24 hours
			Approve an official statement to the media and relevant parties	CMT	Nil
6	Scandal / Personal conduct of a member of senior management	3	Identify the news with CMT	IRT leader	Within an hour
			Discuss whether to form an independent inquiry panel to investigate the case with CMT	IRT leader	Within an hour
			Propose an appropriate spokesperson for CMT	IRT leader	Nil

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			Prepare a speech for the spokesperson and key messages for the press	OCPA	Within 24 hours
			Manage the press if they enter the campus to take photos or conduct interviews with students and other staff members	OCPA	Nil
			Approve an official statement to the media and relevant parties	CMT	Within 24 hours
			Issue an official statement to quell the rumours	PO/ HRO/ OSA	Within 24 hours
7	Alumni send complaint to media / broadcast it online	2	Alert and provide related information to IRT if the alumnus/alumna expresses that he/she will send the complaint to media / broadcast it online	OIAAA	Within 24 hours
			Notify IRT as soon as inquiries are received from the media / found online	OCPA	Within an hour
			Discuss with senior management whether to form an independent inquiry panel to investigate the case	IRT leader	Nil
			Develop key messages / statement for media inquiries	OCPA	Within 24 hours
			Approve an official statement to the media and relevant parties	CMT	Nil