



Incident Management Planning & Training - International Implementation – Singapore Distribution & Marketing Operation

TASK

PHASE 1 – INFORMATION SIFT – AT DISTANCE AND ELECTRONICALLY

- > *Time target – 14 days*
- > *FIOR charge days – 3 days*

COMMENT

- 1 Identify key contact for electronic communication
- 2 Management structure diagram, description of location, organisational functions and staffing numbers
- 3 Confirm if any legislative requirements to prepare emergency response planning i.e., Singapore CERT requirement
- 4 Obtain copies of current planning re Product Contamination & Recall
- 5 Confirm extent of incident management training already delivered to local management & staff
- 6 Discuss any further emergency response planning that may be required i.e., natural disasters such as earthquakes.

PHASE 2 – RECOMMENDATIONS REPORT – AT DISTANCE AND ELECTRONICALLY

- > *Time target – 10 days*
- > *FIOR charge days – 3 days (estimate +/-)*

- 1 Gap analysis re planning – if any
- 2 Deliver additional contingency plans as required – if any.
- 3 Identify Gold, Silver, Bronze and Loggist personnel for location

PHASE 3 – TRAINING DELIVERY – ON SITE

- > *Time target – Minimum – 8 days including travel*

- 1 Produce pre-reads for Gold (Strategic management) and Silver (Incident Managers) and deliver electronically 2 weeks before onsite training events
- 2 Deliver onsite training –
 - > Gold – 2 hours
 - > Silver – 6 hours
 - > Bronze - 2.5 hours
 - > Loggist – 2 hours
- 3 Deliver 3 hour table top simulation exercise focused on Product Contamination and Recall decision making & actions – simulation to be made up of a Gold group and separate Incident Management teams occupying tables
- 4 Undertake 1 hour structured debrief to confirm learns emanating from the training and simulation events
- 5 Meet with senior management locally to confirm action points, and final tasking.

PHASE 4 – COMPLETE CONTINGENCY PLANNING AND INCIDENT RESPONSE APPROACH – AT DISTANCE & ELECTRONICALLY

- > *14 days*
- > *FIOR charge days – 2 days (estimate +/-)*

- 1 Complete contingency planning and deliver Incident Manual and, where required, updated Product Contamination & Recall Plan. (Consider earlier natural disaster contingency planning requirement)
- 2 Sign off and confirm go live date.

If you would like further information contact us on:

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