

# Incident Reporting: Standard Operating Procedure

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## **1. Introduction**

Incident management is at the core of risk management for Dot Marketing ApS ("Dot"). It is very important that all incidents are reported and investigated in a consistent procedural manner; operations and systems are continuously improved from incidents handled; and learnings are shared within the organization to reduce the likelihood of similar reoccurrences.

## **2. Purpose**

This Standard Operating Procedure has been developed to ensure that the response time, resolution time and tangible impact of incidents is minimized through robust processes in respect to identifying, reporting, qualifying, communicating, escalating, responding and learning from all incidents.

## **3. Scope**

This Standard Operating Procedure applies in the event of any incident regarding the services provided by Dot, including any interruption of service, security breach, personal data breach, and in general any event that reduces service quality.

## **4. Responsibility**

All users, whether Employees/Staff working within Dot, contractors, temporary Employees/Staff and third-party users are required to be aware of and follow this procedure in the event of an incident.

## 5. Process for Reporting an Incident or Near-Miss

All responsible entities must ensure that any incident or near-miss event in relation to services provided by Dot, is reported within 24 hours to Dot via one of following channels: LIVE chat function on <https://dot.vu>, email to [info@dot.vu](mailto:info@dot.vu), or via phone +45 69133330.

Reporting must include time of the incident, description of the incident, and contact information of the individual reporting if external to Dot, as well as contact information if missing on any immediate stakeholders that must continuously be made aware of and informed on the process.

The first recipient of the incident within Dot must contact the responsible person available who has the authority to carry out the actions required. As soon as the responsible person is made aware of the incident or near-miss, they must:

- Register the incident immediately with all the information provided
- Conduct an immediate investigation and assessment of the situation to determine the nature, the severity of the impact, the responsible people and relevant stakeholders to be involved
- Decide if the incident requires escalation to specialized technical support
- Allocate/perform action and follow up with the people responsible for the resolution of the incident
- Establish an email communication flow of updates throughout the resolution process to the relevant stakeholders including reporting on the initial assessment, resolution estimation, impact estimation, incident resolution and closure, providing any necessary information so that any affected entities can respond accordingly

## 6. Process for Monitoring Compliance and Effectiveness

Monitoring of the implementation of this procedure will be done through monitoring of and responding to incident reports, by logging incidents, response time and quality, impact levels, involved responsible people and processes, resolution and closure.