

Incident Management Approach

Incident Management Commitment

Food Standards Scotland (FSS) is committed to protecting consumers by ensuring food is safe to eat, that consumers can trust what they are eating and by improving the diet of the people of Scotland, through increased awareness and dietary information.

FSS also has a responsibility to the public, its staff and the Scottish Government to be a resilient organisation, able to anticipate, withstand and respond to incidents or crises impacting the organisation.

As a resilient organisation, FSS also has a commitment to protect staff welfare, maintain business critical activities and protect the organisation's reputation.

Vision

Our 2021-2026 Strategy outlines our vision to create a safe, healthy and sustainable food environment that benefits and protects the health and wellbeing of everyone in Scotland.

Purpose

The purpose of this Incident Management Approach is to establish the overarching approach and principles underpinning incident management across FSS and outline our commitment to effective incident management for both food/feed and business-related incidents.

Scope

This Incident Management Approach extends in scope across both food/feed and business-related incidents and applies to all FSS staff (office and field-based) and contractors. The nature or types of situations covered include (without limitation):

Food/Feed Incident

- Any event where, based on the information available, there are concerns about actual or suspected threats to the safety, quality or integrity of food/feed or fraud that could require intervention to protect consumers' interests and the risk to public health.

Business Incident

- **People:** injury, loss or shortage of FSS staff which impacts FSS's business critical activities and, in turn, impacts consumers and public health.
- **IT:** loss of critical systems or access to systems.
- **Sites or infrastructure:** loss of access to FSS sites or facilities.
- **Reputation:** damage to FSS's reputation.

Principles

To protect consumers in Scotland and to ensure FSS fulfils its commitment to be a resilient organisation we will:

1. **Demonstrate commitment** to incident management through responsible governance, active leadership and continuous improvement.
2. Develop and **maintain our incident management framework and plans** for both food/feed and business-related incidents to ensure they remain current and up to date.
3. Operate **a risk-based approach to incident management and decision-making** processes, based on sound evidence, that is aligned to accepted best practice.
4. Build and maintain **strong links with our stakeholders** to assist with an effective and coordinated response during an incident.
5. **Proactively communicate** with consumers, staff and stakeholders in a timely and transparent manner during an incident.
6. Maintain **our incident management resilience** ensuring we provide suitably resourced response teams supported by training and exercising programmes, which are appropriately funded.
7. Respond proportionately to ensure responsible businesses flourish in line with the principles of **Better Regulation**.
8. Operate a **transparent assurance process** to regularly audit our quality and effectiveness.
9. Ensure **lessons learned** are captured during and after an incident response to enable continuous learning and improvement.

Geoff Ogle

Chief Executive

Food Standards Scotland