

	<h1>Crisis Management Procedure</h1>	Code: PR-018
		Version: 1
		Date: 10.03.2020

Objective: To provide detailed instructions in the case of a Crisis/Emergency situation.

Definition of Emergency. For the purpose of this procedure, the following definition of “emergency” shall apply: “a sudden serious and dangerous event or situation that needs immediate action to deal with it”.

Scope: A Crisis event shall include but not be limited to the following:

- Fire or site evacuation
- Utility supply failure
- IT system failure
- Breaches of security
- Extortion or sabotage
- Uncontrollable environmental situations

Responsibilities:

Management: arrange a crisis team meeting, act quickly to assess the situation and formulate an action plan.

The following are the key contacts for the crisis management team. These members can all be reached by phone on 0131 557 5600, or individual members can be reached using the extensions provided below.

Department	Name	E-mail	Extension	Out of hours
Chairman	Sanjoy Das	sanjoy@freeworld-trading.co.uk	7570	
Director	Ishan Das	ishan@freeworld-trading.co.uk	7575	07872 061 548
Director	Minoo Das	minoo@freeworld-trading.co.uk	7569	07976 667 150
Financial Director	Hiroshi Kiriya	hiroshi@freeworld-trading.co.uk	7568	07971 148 136

Procedure:

- In the event of a crisis, the CEO and company directors must be notified immediately.
- The Crisis Management team will gather. The office will be evacuated, if required and the relevant authorities will be notified.
- The Crisis Management team will determine the nature of the crisis and assign duties accordingly. These duties may include, but are not limited to:
 - i. Preparing a press release.
 - ii. Gathering information.
 - iii. Preparing for a recall.
 - iv. Contacting customers, suppliers, and suppliers of services.
 - v. Contacting Employees.
- The Crisis management procedure will be reviewed annually, and any necessary updates or changes will be made.

Prepared by: Karen Greenhorn	Approved by: Minoo Das	
		Page 2 of 2