INCIDENT HANDLING PROCEDURE

TOGETHER WE EXCEL

As ECS stands for CSR – *C*reating *S*ustainable *R*eliable logistics, we are committed to provide a high quality, safe and sustainable service to our customers and/or suppliers and therefore strive to work in an open and accountable way that builds trust and respect of all our stakeholders. Therefore, we would like to inform you of our incident handling procedure.

This procedure is to assure that, in case of an incident, accident or near miss, a consistent process is initiated with dedicated ownership to promptly handle the incident in order to:

- minimize the impact or effect of the incident on people, planet and profit;
- inform all appropriate stakeholders[1] timely and with correct information;
- learn valuable lessons for the future.

This procedure is applicable for any incident[2] that caused potential or actual damage to products or any incident where legal, (food)security, (food)safety, health, quality, environmental and information security issues or potential emergency situations (can) arise.

ECS Formal Incident Procedure:

Incident during transport	SLA	Owner / Who ?	Process
Definition of incident : any incident, accident or near miss with potential or actual damage to the transported products or where legal and/or (food)safety, health, quality and environmental* issues (can) arise.			
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Inform ECS planning	Day 0	Haulier Railway terminal Shipping terminal	Inform ECS planning as soon as the incident / accident takes place or as soon as the monitoring checks reveals a non-conformity that is considered an incident.[1] *[1] broken seal, damage, leakage, temperature alarm unit, …*
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Inform internal owners	Day 0	ECS planning**	Inform customer service and relevant owners to take further actions.
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Set immediate actions	Day 0	Owner(s)***	Where applicable, immediate action are taken by its owners.***
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Inform client	Day 0	Customer service	Inform client with preliminary results of the incidents and actions taken and where applicable, wait for further instructions from client. *If applicable, Legal department will contact the client to further handle the incident.*
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Analyse incident	Day 1	Owner(s)***	Set direct actions and where necessary take corrective action and/or preventive or improvement measures.
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Inform government	Day 1	Owner(s)***	Where applicable, inform relevant government about incident. f.ex. FAVV, environmental inspection, other government agencies, …
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Give feedback	Day 5	Customer service Owner(s)***	Send formal reply to the customer with outcome of the incident.
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Close incident	-	Owner(s)***	1) Follow up of incident and completing registration in ERP system ; 2) Determine whether effectivity of actions needs to be evaluated. If response and/or action is NOK, contact owner or responsible party to request further details and/or actions.
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Analysis & reporting	Q	QESH Manager	Quarterly report to ExCom regarding incidents and effectivity of corrective / preventive actions taken.
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STOP	* ** ***	ADR/IMDG, spillage, leakage, … ECS planning : Rail, Road, Ship, TCL, Freight Legal manager, Claims, QESH Manager, DGSA, HACCP team, …	

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[1] *Stakeholders: customer, supplier, local authorities, internal ECS owners, senior management, …*
[2] *Incident: an incident, accident or near miss*

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ECS Warehouse Incident Procedure:

Warehouse incident	*Definition of incident :* any incident, accident or near miss with potential or actual damage to the products arrving in/stocked in/leaving the warehouse or where legal and/or (food)security, (food)safety, health, quality and environmental* issues (can) arise.		
↓	**SLA**	**Owner / Who ?**	**Process**
Inform responsible / foreman	Day 0	WH Worker	Inform responsible / foreman as soon as the incident / accident takes place or as soon as the monitoring checks reveals a non-conformity that is considered an incident.[1] [1] broken seal, temperature issue, pallet/goods/material damage, illegals, …
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Set immediate actions	Day 0	Foreman / warehouse worker	Where applicable, immediate action are taken by foreman / warehouse worker. f.e. cleaning, repairing, restacking, Q zone, …
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Register incident & inform SCI/logistics	Day 0	Foreman	Make registration of the incident in the correct warehouse tool (Apollo / Alerter / WH Tool / …)
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Inform customer / supplier	Day 0	SCI Logistics	Inform customer/supplier with preliminary results of the incidents and actions taken and where applicable, wait for further instructions from customer/supplier.
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Analyse incident	Day 1	SCI Logistics Owner(s)***	Set direct actions and where necessary take corrective action and/or preventive or improvement measures.
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Inform government	Day 1	Owner(s)***	Where applicable, inform relevant government about incident. f.ex. FAVV, environmental inspection, other government agencies, …
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Give feedback	Day 5	SCI Logistics	Send formal reply to the customer/supplier with outcome of the incident.
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Close incident	-	SCI Logistics Owner(s)***	1) Follow up of incident and completing registration in WMS ; 2) Determine whether effectivity of actions needs to be evaluated. If response and/or action is NOK, contact owner or responsible party to request further details and/or actions.
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Analysis & reporting	Q	QESH Manager	Quarterly Quality meeting regarding incidents and effectivity of corrective / preventive actions taken.
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STOP	* spillage, leakage, flood, … ** if applicable : Legal manager, Claims, QESH Manager, DGSA, HACCP team, …		

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ICT (Information Security) Incident Procedure

Information Security incident	*Definition of incident :* *deviation, or impending deviation, from the agreed service level.* *There is a specific ICT incident procedure; only the high-level process steps are mentioned here.* *A separate Incident Response Plan, aligned with the Business Contingency Programme, exists for incidents with an impact transcending the standard procedure.*		
⬇	SLA	Owner / Who ?	Process
Accepting Incident	0	Any ICT colleague	The incident is received, enriched with relevant details, prioritized, and linked to related records. The reporter is informed of the outcome, with feedback provided in case of rejection.
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Categorizing & Matching	0	Service Desk (role)	The incident is categorized by type and complexity, checked for matches with existing records, and assigned to the appropriate resolving group for handling.
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Analysing	0	ICT Specialist	The incident is analysed to understand its root cause, potential impact, and scope. Measures are taken to contain damage, and an appropriate solution is selected for resolution.
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Preparing Recovery	Day 0	ICT Specialist	Recovery actions are planned, necessary preparations are carried out, and the proposed recovery approach is tested to ensure effectiveness before execution.
⬇			
Recovering	Day 0	ICT Specialist	Recovery actions are executed and verified to ensure the desired outcome. The reporter is then asked to approve the result, confirming successful resolution.
⬇			
Closing	Day 0	ICT Specialist	Temporary workarounds are removed, the knowledge base is updated, and the incident record is finalized. The report is officially closed, followed by monitoring and review to ensure completeness and improvement.
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Reporting / Root cause analysis	Day 1-6	ICT Management	For incidents with substantial impact, a post-incident review is conducted to analyse trends and root causes. Corrective and preventive actions are defined to strengthen future resilience and reduce recurrence.
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STOP			