Policy 15: Communications & Incident Response

1. Purpose

To manage legal, reputational and operational risk through effective communication and incident response.

Objectives

- Safeguard the safety and well-being of participants, volunteers, spectators, employees, and partners while maintaining the reputation of the Charity

2. Scope

- Applies to all internal and external communications relating to incidents or significant issues.

3. Definitions

- Serious incident: Any incident involving serious injury, fatality or significant reputational risk.

4. Legal / Regulatory Context (summary)

- Certain incidents may require notification to insurers or regulators.
- Inappropriate communication may increase legal exposure.

5. Policy Statement

The Charity will respond to incidents in a controlled, accurate and timely manner.

6. Minimum Standards & Controls

- Single nominated spokesperson for serious incidents.
- Prompt notification to insurers where required.
- Preservation of records and evidence.
- Clear internal escalation routes.

7. Roles & Responsibilities

- Event Director: Overall incident response coordination.
- Communications Lead: External messaging.

- All staff and volunteers: Escalate incidents promptly.

8. Decision-Making & Escalation

- Serious incidents escalated immediately.
- Public statements approved before release.

9. Records & Evidence

- Incident reports.
- Communication records.
- Regulatory notifications.

10. Review

Incident handling reviewed after any serious incident.