1. **Scope**

All users (whether employees/staff, contractors or temporary employees/staff and third-party users) and all owners of organisational information security assets or systems are required to be aware of and to follow this procedure.

1. **Responsibilities**

Users and owners of organisational information security assets are required to follow this procedure for reporting information security weaknesses or events and this is documented in User Agreements.

Information security events and weaknesses are reported to the Information Security Manager in line with this procedure.

The Information Security Manager is responsible for managing information security responses (see [ISMS-C DOC 16.1.5](ISMS-C_DOC_16.1.5.docx)).

The HR Manager is responsible user training and awareness and for selecting those events which can be used to support training activities.

1. **Procedure** [ISO27002 Clauses 16.1.1, 16.1.3 and 18.2.3]
   1. Information security weaknesses and events are reported, immediately after they are seen or experienced, on Form [ISMS-C REC 16.1.2-3b](ISMS-C_REC_16.1.2-3b.docx) , available on the intranet – which are then to be emailed to
   2. Users are not allowed to continue working after identifying a possible weakness or information security event.
   3. The Information Security Manager reports back, by e-mail, with a copy to the User’s Manager, to describe how the event was dealt with and closed out.
   4. A copy of this e-mail is filed, together with the weakness/event report, and any documentation arising from the event and the response to it that has been generated by following [ISMS-C DOC 16.1.5](ISMS-C_DOC_16.1.5.docx).

***Document Owner and Approval***

The Information Security Manager is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of the ISMS.

A current version of this document is available to all members of staff on the corporate intranet.

This procedure was approved by the Chief Information Security Officer (CISO (DIRECTOR)) on 14th November 2020 and is issued on a version-controlled basis under his/her signature.

Signature:

Date: 14/11/2020

**Change History Record**

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| --- | --- | --- | --- |
| Issue | Description of Change | Approval | Date of Issue |
| 1 | Initial issue | Gavin McCloskey | 14/11/2020 |
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