CRITICAL INCIDENT MANAGEMENT PLAN
Fraudulent Activity Within Your Business

Incident:

- Fraud committed against your business by a Director, Business Partner or Employee

Guiding Principles:

- Be proactive, not reactive
- Put people first
- Never assume anything
- Keep an open mind
- Deal in the facts
- Critical Incidents take precedence
- Document everything accurately, including time, date, place
- Follow the money trail
- Engage experts
- Act professionally and ethically always
- Consider preservation of your brand

Your Key Contacts and Specialist Services:

- Company Accountant
- Company Lawyer
- Private Investigator
- IT specialist
- Forensic Accountant
- Financial Auditor
- Serious Fraud Office
- Senior company leadership team
- Insurance company representative or insurance broker
- Insurance company Investigator
- Mastercraft National Support Office
- Public Relations Consultant

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Your Immediate Action:

- Decide whether to investigate overtly or covertly
- If covertly, consider working outside office hours or remotely to avoid alerting staff
- Ascertain the potential scope, method, scale and duration of the fraud
- Ascertain time, date, location of fraudulent transactions
- Take any action necessary to prevent further fraud occurring
- Stop payment of any pre-loaded electronic transactions
- Advise your bank to put a hold on the accounts
- Consider changing staff access authorities or passwords
- Consider changing premises access pass codes or times
- Secure any documentary exhibits or covertly obtain photocopies
- Advise your insurance company of a pending claim
- Keep an open mind

Following Your Immediate Action:

- Document conversations including time, date, place
- Advise your business partner(s) if appropriate
- Consider engaging Private Investigator with relevant experience
- Consider engaging Private Investigator to conduct interviews
- Engage your IT specialist
- Instruct IT specialist back up all digital transactions from your business computers
- Physically secure the computer on which the transactions have occurred
- Ask your IT specialist to clone the computer concerned
- Obtain relevant bank account(s) transactions
- Secure access and alarm records to the premises
- Advise your Accountant
- Consider Accountant completing reconciliation of accounts
- Consider external financial auditor completing full accounts audit
- Consider an audit on stock
- Take any relevant photographs
- Obtain initial monetary estimate of fraud
- Make a formal complaint to Police
- Advise your insurance company
- Make a formal insurance claim

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- Consider former staff as witnesses and suspects
- Consider more than one offender being involved
- Consider people external to your company also being involved
- Consider interviewing witnesses
- Direct staff to document their relevant conversations
- Consider using Employee Assistance Programme for the welfare of staff involved
- Consider whether there are other explanations for the transactions

Your Legal Obligations and Considerations:

- Decide if you are you the best person to conduct the investigation
- Appraise your company Lawyer of the situation
- Preserve and secure any documentary and or physical evidence
- Preserve and secure any digital transactions
- Statements from witnesses and suspects should be completed by professionals
- Investigations must be professional and thorough
- Proceed based on court action being a possible outcome
- Consider the possibility of court action against you personally or your business
- Remember your obligations to ongoing health, welfare and safety of all staff directly involved
- Ensure correct HR processes are followed in respect of all staff including the suspect
- Consider the standard of proof required for employment law
- Factor in anticipated legal costs to the business

Your Media Liaison Considerations:

- Protecting and preserving your brand(s) is critical
- Contact Mastercraft National Support Office for assistance
- Consider engaging professional public relations company
- Prepare a press release
- Closely monitor and respond to all social media transactions
- Aim for a positive outcome for your business

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Your Human Resource Considerations:

- Show positive proactive leadership
- Advise Worksafe if the incident is reportable. If unsure, seek expert advice
- Manage your staff and delegate
- Obtain trust and support of all staff
- Have staff preserve and secure any documentary and physical evidence
- Formally interview each of the staff members involved
- Obtain a signed written statement from each employee outlining their involvement
- Establish most likely cause of damage
- Establish reason behind the damage occurring
- Establish whether any materials or consumables used may have contributed to damage
- Keep all staff appraised of the situation
- Consider using Employee Assistance Programme for the welfare of staff involved
- Consider need for staff training, disciplinary action, revised processes and procedures to prevent a reoccurrence
- Document any change of procedure in the relevant manual(s)

Your Business Continuity Actions:

- Change your internal processes to prevent a reoccurrence
- Factor in potential financial loses, cash flow and profitability to business
- Consider your time, HR and financial resources to resolve the issue
- Consider delegating some of your responsibilities while dealing with this issue
- Maintain a focus on business sales, production and customer service during this time
- Ensure professional positive media releases are issued, as required
- Be proactive in dispelling any false information
- Consider the potential negative impact on staff productivity
- Engage suitably experienced legal counsel to represent the business

Your Moral Obligations:

- Act professionally and in the interest of the business
- Consider your experience and ability to adequately deal with the matter
- Keep communications professional, fact oriented and emotion free
- Keep staff updated regularly, when possible, with accurate communications
- Aim for a positive outcome for the business

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