



INTERNATIONAL ORGANIZATION FOR COUNTERING TERRORISM



Crisis Management Policy

International Organization for Counter-Terrorism (IOCT)

Article (1): Purpose

This Policy aims to establish an integrated institutional framework for crisis and emergency management, ensuring preparedness, rapid and coordinated response, mitigation of negative impacts on people, programs, and institutional reputation, while safeguarding personnel and beneficiaries and ensuring business continuity.

Article (2): Scope of Application

This Policy applies to:

- The Board of Trustees
- The Secretariat
- Committee members
- Employees and contractors
- Experts and volunteers
- Partners and collaborators when implementing activities on behalf of the Organization

Article (3): Definitions

For the purposes of this Policy:

- **Crisis:** A sudden or escalating event that threatens the safety of individuals, continuity of operations, or the Organization's reputation.
- **Emergency:** A situation requiring immediate action to reduce risks and losses.
- **Crisis Management:** A set of preventive, response, and recovery measures to address crises effectively.

Article (4): Guiding Principles

The Organization commits to the following principles:

1. Preparedness and prevention.
2. Rapid response and coordination.





INTERNATIONAL ORGANIZATION FOR COUNTERING TERRORISM



3. Protection of life and human dignity.
4. Transparency and accountability.
5. Legal compliance and respect for human rights.
6. The “Do No Harm” principle.

Article (5): Types of Crises

Crises may include, but are not limited to:

1. Security crises or terrorist threats.
2. Health or environmental crises.
3. Media crises and reputational risks.
4. Legal or regulatory crises.
5. Operational or technological disruptions.
6. Natural disasters and humanitarian emergencies.

Article (6): Crisis Management Structure

1. A **Crisis Management Committee** shall be established by decision of the Secretariat.
2. The roles and authorities of the Committee shall be clearly defined.
3. The Committee shall coordinate internally and externally with relevant stakeholders and authorities.

Article (7): Preparedness and Prevention

The Organization shall:

1. Develop emergency plans and scenario-based contingencies.
2. Conduct periodic risk assessments.
3. Train personnel on emergency procedures.
4. Ensure effective communication channels during crises.





INTERNATIONAL ORGANIZATION FOR COUNTERING TERRORISM



Article (8): Crisis Response

Upon the occurrence of a crisis, the Organization shall:

1. Immediately activate the Crisis Management Plan.
2. Prioritize the safety of staff and beneficiaries.
3. Make timely decisions based on verified information.
4. Document all actions and decisions taken.

Article (9): Communication and Media During Crises

1. Media statements shall be issued only by officially authorized spokespersons.
2. The Responsible Media Policy shall be strictly observed.
3. Accurate and timely information shall be provided without exaggeration or misinformation.
4. Privacy and sensitive data shall be protected.

Article (10): Business Continuity

The Organization shall:

1. Ensure continuity of critical operations during crises.
2. Activate contingency plans when activities are disrupted.
3. Minimize operational and financial losses.

Article (11): Recovery and Lessons Learned

Following the resolution of a crisis, the Organization shall:

1. Evaluate the institutional response.
2. Document lessons learned.
3. Update policies and plans accordingly.
4. Provide psychosocial support to affected individuals where appropriate.





INTERNATIONAL ORGANIZATION FOR COUNTERING TERRORISM



Article (12): Institutional Responsibilities

- The **Board of Trustees** shall exercise overall oversight of this Policy.
- The **Secretariat** shall be responsible for implementation and activation when required.
- The **Crisis Management Committee** shall provide operational and technical leadership.

Article (13): Breach of Policy

Any violation of this Policy shall be considered a serious breach and shall be subject to disciplinary and accountability measures in accordance with the Organization's internal regulations.

Article (14): Entry into Force and Review

1. This Policy shall enter into force upon approval by the Board of Trustees.
2. It shall be reviewed periodically every two (2) years or following major crises.

