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# Stakeholder and media incident response

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## Information sheet

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### **Purpose of guidance**

The purpose of this guidance is to establish a framework of expectations for the Institution and its Members regarding technical and legal liability and for the Institution and Members when responding to significant incidents.

### **The Institutions remit and protocol.**

1. We have an objective to act for the public benefit, in particular in relation to safety and climate action
2. As a charity we act in the interests of our members
3. We are not a commercial consultancy and as such are not able to offer technical consultancy services.

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**To note: our members are all volunteers and providing their technical expertise and experience to support the profession by producing guidance for Institutions members.**

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### **The expert groups modus operandi in response to a significant incident(s).**

1. Undertake an assessment of current structural guidance with a view to updating and or clarifying said guidance.
2. Co-opt additional experts to ensure that the group are able to support the delivery of the groups remit if required.
3. Produce new guidance for members within the technical scope agreed by the group and Institution staff, to address the immediate and longer concerns relating to the incident.
4. Working through the Institution, represent the Institution's view on the technical topic to agreed stakeholders and the media.
5. Provide advice to statutory bodies.
6. Support the Institution on relevant cross industry bodies.
7. Members of the expert group cannot provide technical information to the public or on specific individual projects on behalf of the Institution. Any such advice provided is done outside the Institutions purview and in line with the individual members company protocols.
8. Drafting of additional Industry guidance in response to an incident should be agreed with the institution.
9. All activities remain voluntary unless directed by the Institution.

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**To note: our staff, including our library, do not provide technical advice on specific projects. The library is able to direct structural engineers to guidance on topics, codes etc to support their own research.**

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### **Additional protocols:**

1. **External visits:** In addition to the Institution's guidance on meeting/visit risk assessments being in place. The members of the group should satisfy themselves that they are happy with safety arrangements for the visit, and that they are in line with their company requirements. Any advice/comments provided by the Institutions members who are attending said visit are given in line with the individual member's company protocols and not on behalf of the Institution. The Members should not undertake any activity that they are not comfortable with or feel coerced into providing technical assistance/guidance that they have not agreed to do so.
2. **Media:** Any media request should be directed through the Institutions media team to ensure that messages are consistent and that such representatives are supported. Members should only represent the Institution when cleared to do so.