



TF EMPIRES

Incident & Dispute Response Plan

Respond calmly, protect value, and preserve leverage when issues arise.

1. Purpose of This Plan

This plan provides a structured response framework for incidents, disputes, or claims involving customers, partners, vendors, employees, or third parties. Having a predefined response reduces panic, preserves evidence, and protects legal and reputational position.

2. Types of Incidents & Disputes Covered

- Customer complaints or refund disputes
- Contractual disagreements
- Data breaches or cybersecurity incidents
- Intellectual property claims
- Employee or contractor disputes
- Regulatory inquiries or notices
- Reputation or public relations incidents

3. Immediate Response Checklist

- Remain calm and do not admit fault prematurely
- Preserve all relevant documents, communications, and data
- Identify parties involved and timeline of events
- Secure systems or halt activity if needed
- Notify internal leadership or advisors
- Avoid informal or emotional communication

4. Communication Protocol

Define who is authorized to communicate externally and internally during an incident.

Authorized Spokesperson / Contact: _____

Authorized Spokesperson / Contact: _____

Authorized Spokesperson / Contact: _____

Approved communication channels (email, phone, legal counsel, PR):

5. Escalation & Resolution Path

- Internal review and fact-finding
- Advisor or legal counsel consultation
- Negotiation or mediation
- Insurance notification if applicable
- Formal dispute resolution or litigation

6. Post-Incident Review

After resolution, document lessons learned and update policies or controls to prevent recurrence.

Preparedness protects leverage. Discipline protects outcomes.