

Nationwide uses third parties to help provide effective solutions, access to specialist expertise or greater agility, to enable us to deliver the best service for our members.

Nationwide and its third parties, must have effective controls so that any associated risks or incidents can be appropriately managed.

This guidance document explains the importance of effective identification, management and reporting of incidents and near misses. As a valued third party to Nationwide, you have an integral part to play in our incident management process.

Some of the key reasons for effective incident management are:

- Enables the incident to be managed quickly and efficiently whilst minimising the impact on us, our members, and your organisation.
- Identifies issues and weaknesses that could lead to unfair member outcomes and/or market integrity being undermined.
- Identifies potential control weaknesses and risk exposures and enables action to be taken to address them.
- Provides data which can be used to assess the potential impact and likelihood of known risks.
- Fulfils regulatory requirements for collection and reporting of incident data and identification of legal and regulatory breaches.

To make sure incidents are managed and resolved effectively, it's important they are identified and reported in a timely manner. It is also important to handle them efficiently, maintain a holistic view of incidents and to learn lessons to prevent reoccurrence.

It is essential all incidents and near misses are declared, recorded and shared, including the identification of the underlying root cause (which could be within your organisation or Nationwide) to allow for analysis, remediation activity and testing where appropriate.

Expectations of Third Parties

Incident management provisions may be referenced in your contract including details about who to contact in the event of an incident. This should include steps to:

Notify

Make Nationwide aware there has been an incident which may impact the service.

(Equally relevant is the process of Nationwide notifying you if an internal incident may detrimentally affect your organisation.)

Respond

Ensure the proper attention is given by those involved in the incident management process including investigation, remediation and preventative activities.

Report

Provide monthly reports of all incidents and near misses that have occurred in the service to ensure Nationwide's internal records are co-ordinated and maintained.

If an incident or near miss occurs, you should refer to the detail within your contract. However, if in any doubt please contact your relationship manager.