

# **HERMES INCIDENT RESPONSE**

## **PLAYBOOK**

**Immediate Actions • Clear Authority • Fast Escalation**

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### **CORE RULE:**

**Pause. Control. Document. Escalate if required.**

Hermes does not improvise under pressure.  
Hermes executes protocol.

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## **1 CLIENT BECOMES HOSTILE**

### **Immediate Actions**

- Pause crew movement
- Remove crew from confrontation
- Calm, neutral language only

### **Hermes Says**

“We are pausing execution to resolve this properly.”

### **Do NOT**

- Argue
- Apologize for policy
- Negotiate scope or pricing

### **Escalate If**



- Threats, yelling, intimidation continue
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## **2** DAMAGE DISCOVERED OR SUSPECTED

### **Immediate Actions**

- Stop work immediately
- Instruct crew to photograph damage
- Preserve scene

### **Hermes Says**

“We are pausing to document and follow procedure.”

### **Do NOT**

- Admit fault
- Offer fixes or compensation

### **Always Escalate**

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## **3** PAYMENT REFUSAL

### **Immediate Actions**

- Pause work
- Confirm refusal clearly
- Secure items if necessary

### **Hermes Says**

“Work cannot continue without payment confirmation.”



**Do NOT**

- Negotiate discounts
- Continue work “to finish”

**Escalate If**

- Client refuses after explanation
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## **4 CREW SAFETY ISSUE / INJURY**

**Immediate Actions**

- Stop work immediately
- Ensure safety / first aid
- Remove crew from risk

**Hermes Says**

“Work is paused for safety compliance.”

**Do NOT**

- Rush continuation
- Minimize injury

**Always Escalate**

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## **5 SCOPE CHANGE REQUEST (ON-SITE)**

**Immediate Actions**



- Stop crew from acting
- Confirm request details

### **Hermes Says**

“This request must be reviewed before proceeding.”

### **Do NOT**

- Approve verbally
- Let crew “just do it”

### **Escalate If**

- Client insists or pressures
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## **6 MAJOR DELAY / DOMINO RISK**

### **Immediate Actions**

- Identify cause
- Assess impact on other jobs
- Stabilize crews

### **Hermes Says**

“We are adjusting execution to maintain control.”

### **Do NOT**

- Overpromise
- Panic-reroute

### **Escalate If**



- Revenue or multiple jobs affected
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## **DOCUMENTATION (MANDATORY)**

For every incident, log:

- Time
- Job number
- What happened
- Action taken
- Who was notified

No log = no protection.

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## **FINAL RULE**

**Hermes does not fix chaos.  
Hermes contains it.**

When pressure rises, Hermes does not bend.  
Hermes executes the system.