

# Business emergency contacts and references 1

Company name
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Nature of emergency	Internal contact/s: office numbers home numbers mobile numbers and notes	External contact/s	Service	Telephone number/s	Website/email	Notes
<b>General urgent; fire, ambulance, police</b>		Emergency services	Emergency services	<b>999</b>		Only in emergencies
<b>Fire</b>						If there is a fire, get out, stay out and call <b>999</b>
<b>Fire prevention</b>		Fire prevention officer	Fire prevention		<b>www.firekills.gov.uk</b> To find your local fire service (England): <b>www.fire.gov.uk/Find+my+region.htm</b>	
<b>Gas supply and safety</b>		Gas supplier	Gas supply			If you smell gas or are worried about gas safety, you can call <b>0800 111 999</b> at any time
<b>Flooding</b>		Environment Agency Floodline	Flood warnings and advice	<b>0845 988 1188</b>	<b>www.environment-agency.gov.uk</b>	
<b>Other natural disasters</b>		Emergency services	Emergency services	<b>999</b>		
<b>Community emergency</b>		Community emergency co-ordinator				

# Business emergency contacts and references 2

Company name
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Nature of emergency	Internal contact/s: office numbers home numbers mobile numbers and notes	External contact/s	Service	Telephone number/s	Website/email	Notes
<b>Terrorism</b>		Police anti-terrorism hotline	Advice re: terrorism	<b>0800 789 321</b>		
<b>Injury Response Training</b>		Local doctors surgery:	First aid	To arrange training: <b>0870 170 9110</b>	To train, email: <b>firstaid@redcross.org.uk</b> To find your local GP: <b>www.nhs.uk/service-directories/Pages/ServiceSearch.aspx</b>	
		NHS Direct	General medical	<b>0845 4647</b>	<b>www.nhsdirect.nhs.uk</b>	
<b>IT failure</b>			IT facilities provision/ back-up			
<b>Loss of electricity</b>		Electricity supplier	Electricity supply			
<b>Water supply and sewerage</b>		Water company	Water supply and sewerage	To find your local water company, call: <b>0121 625 1300</b>	<b>www.ofwat.gov.uk</b>	
<b>Crime/general non-urgent</b>		Insurers				
<b>Loss/damage to vehicles Fleet Manager</b>		Insurers				

# Business continuity plan checklist

**Company name**

- 1 Start a log of actions taken
- 2 Liaise with emergency services
- 3 Identify any damage
- 4 Identify functions disrupted
- 5 Convene your response/recovery team
- 6 Provide information to staff
- 7 Decide on course of action
- 8 Communicate decisions to staff and business partners
- 9 Provide public information to maintain reputation and business
- 10 Arrange welfare support for staff
- 11 Train staff on revised plan
- 12 Arrange a debrief
- 13 Review business continuity plan

## Some things to think about

- Do you have a business continuity plan?
- Is the plan clearly and easily accessible?
- Does everyone who needs to know when to put the plan in motion?
- Do you regularly update the plan? Are staff trained in playing their part in operating the plan?
- Does someone have overall responsibility for the plan?

## Staff

- Are all staff's relevant personal information and contact details on file and readily accessible?
- Are all staff clear about their responsibilities during an emergency?
- Do all staff know who is in charge of organising things during an emergency?
- Are staff clear about their roles during an emergency?
- Are there sufficient members of staff with recognised first aid training?
- Are all staff fully trained in evacuation procedures?
- Do you have an up-to-date list of contact numbers (home/mobile/work)?

## Buildings

- Do you have evacuation procedures for your building in the event of an emergency?
- Are the emergency exits clearly marked?
- Do you practice emergency drills?
- Do you have assembly points?
- Do you have a floor plan for your building?
- Do you have access to your building at all times?
- Do you have tried and tested fire safety procedures?

- Do you know the location of mains switches/valves for electricity, gas and water?

## IT

- Do you have an IT failure recovery plan?
- Are all the relevant staff aware of the plan?
- Are documented IT security policies in place?
- Are all staff aware of the IT security policies?
- Is vital computer information stored off site?
- Do you regularly back up your information?
- Are important documents properly protected?
- Do you have copies of your records at another location?

## Physical security

- Do you have a physical security policy?
- Do you give training on security to relevant staff?
- Are contractors checked?
- Do you regularly check fences, doors and other physical security arrangements?

## Company equipment

- Have you identified, labelled and logged your key equipment?
- Do you have contingency plans in place to deal with the loss and/or failure of this equipment?
- Do you regularly update the inventory of your company equipment?

## Suppliers

- Have you identified who your key suppliers are?
- Have you identified alternative sources for key supplies?
- Do you have full contact details for all your important suppliers?

## Customers

- Do you have up-to-date contact details for your key customers?
- Do you have arrangements in place to communicate with your customers during an emergency?

## Insurance

- Do you have sufficient insurance to pay for disruption to business, cost of repairs, hiring temporary employees, leasing temporary accommodation and equipment?
- Do you have copies of your policy held on and off site?