

Business emergency contacts and references 1

Company name

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

Business emergency contacts and references 2

Company name

Nature of emergency	Internal contact/s: office numbers home numbers mobile numbers and notes	External contact/s	Service	Telephone number/s	Website/email	Notes
Terrorism		Police anti-terrorism hotline	Advice re: terrorism	0800 789 321		
Injury Response Training		Local doctors surgery:	First aid	To arrange training: 0845 421 2341	To train, email: firstaid@redcross.org.uk To find your local GP: www.nhs.uk/service-directories/Pages/ServiceSearch.aspx	
		NHS Direct	General medical	0845 4647	www.nhsdirect.nhs.uk	
IT failure			IT facilities provision/ back-up			
Loss of electricity		Electricity supplier	Electricity supply			
Water supply and sewerage		Water company	Water supply and sewerage	To find your local water company, call: 0121 625 1300	www.ofwat.gov.uk	
Crime/general non-urgent		Insurers				
Loss/damage to vehicles Fleet Manager		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?