

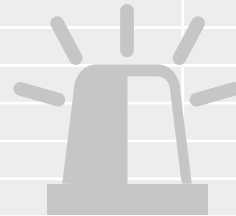
# Business Emergency Resilience Group 10 Minute Plan

## Take 10 minutes to help prepare your business

BERG's 10 minute plan is designed to help small to medium-sized businesses prepare for, respond to and recover from emergencies, such as flooding, cybercrime and civil unrest

### 1. Emergencies

Consider the following impacts on your business	High	Med	Low
Access to site and premises prevented			
Disruption from external events such as flooding or fire			
Critical equipment fails or a major supplier goes out of business			
Loss of electricity, water or gas			
Disruption to key transport networks			
Key staff are absent at the same time			
Burgled or vandalised office			
IT and telecommunications outages			



### 2. Plan ahead

What could you do to protect your business?	Yes	No
Check live alerts – sign up for <a href="#">flood alerts</a> and <a href="#">Cross Sector Safety and Security Communications</a>		
Horizon scanning – keep up to date with national and local issues		
Download the British Red Cross Emergency App		
<a href="#">Check your flood risk</a> – coastal, river, rainfall/run-off		
Consider flood protection – <a href="#">raise electrical/valuable items and implement flood measures</a>		
Consider insurance limits – excess and coverage terms and conditions, watch for small print and under insurance		
Understand site – evacuation routes, flood plans, chemical plans		
Consider back-up utilities – energy, water and communications		
Create checklist for new starters and leavers – new passwords, access codes and keys		
Follow data protection guidance		
Back-up computers and key documents - keep copies safe / offsite		
Undertake weekly security checks – IT / Fire Alarm / Safety System / Burglar Alarm		
Ensure staff understand colleagues' job roles to cover for absences		
Consider Health & Safety Staff Training including First Aid		
Create contact list of current and alternative suppliers		
Document key processes / procedures		
Share resilience plans and identify ways to support neighbouring businesses		



### 3. Communicate

How should you communicate?	Yes	No
Capture Business Emergency Contacts – overleaf		
Detail important information and contacts, including staff, emergency, customers and suppliers		
Communicate to staff		
Regularly review and update contacts (every 3 to 6 months)		
Keep contacts in a safe place / offsite		
Regularly test and check key elements of the plan (every 3 months to 6 months)		
Create an emergency 'grab bag' – key documents, plans and contact details		



# Business Emergency Contacts

## Your main contact details

Have you nominated a primary and deputy contact to implement the 10 Minute Plan?  
Do you have an emergency contacts list for tradespeople such as glaziers, carpenters and electricians?

## Alternative premises

Where can you go if you cannot access your premises? Is it suitably equipped for temporary operation of your core business activities? How would you communicate with your customers and suppliers? Who would do this if you were unavailable?

## People you would need to contact

### Insurance details

#### Insurance company (Claims Supporting contacts) \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Policy number: \_\_\_\_\_

#### Key People (Managers/Staff/Emergency contacts) \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

#### Key Suppliers (Services/Stock/Equipment/Raw materials) \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

#### Customers contacts [Capture separately if preferable]

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

#### Neighbouring/Supporting Business

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

### Other Useful Contacts

#### Emergency services 101 non-emergency | 999 emergencies \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_

#### IT and cyber security support [add website] \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_

#### Emergency response contractor [add website] \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_

#### Electricity – (24hr faults) [add website] \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Acct no: \_\_\_\_\_ Shut off location: \_\_\_\_\_

#### Gas – (24hr emergency) [add website] \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Acct no: \_\_\_\_\_ Shut off location: \_\_\_\_\_

#### Water – (24hr) [add website] \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Acct no: \_\_\_\_\_ Shut off location: \_\_\_\_\_

#### Telephone provider [add website] \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Acct no: \_\_\_\_\_

## Actions – Stay in contact with key people, keep them informed

- Call 999 if people or property are in danger
- Assess the impact on your business and how long it will last
- Contact your insurance company (take lots of pictures and video as evidence of any loss or damage)
- Contact staff, suppliers and customers to let them know what has happened
- Use social media such as Facebook, Twitter and Snapchat to send messages out about business disruption
- Identify what business activities can continue and which may need to be put on hold
- Speak to neighbouring businesses to see if they can help
- Contact your local council to see if they can

## Find out more: [www.bitc.org.uk/berg](http://www.bitc.org.uk/berg)

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