

ACTION IMMEDIATELY FOLLOWING AN INCIDENT

Recovery Management Generic Instructions – After the first hour after the incident (if move to alternative site is taking place):

Please tick the following:

- Evacuate
- Is everyone accounted for? (employees and visitors)
- Staff list and their contact details
- Inform Emergency Services
- Listen to radio or TV for advice
- Contact emergency services/ local authority for advice
- Contact utility companies if needed
- Has everyone who is responsible for the business continuity plan been informed?
- Inform the top of the Staff tree of the incident
- Tell non critical staff to go/stay home
- Tell critical staff to get on with their business continuity responsibilities
- Establish Staff Information hotline (if organisation large enough)
- Check that all 'essentials' are accessible (see practicalities for a list of essentials)
- Begin media/ public relations process (if relevant)

Contingency Planning Generic Instructions – immediately following an incident (if evacuation is not needed):

- Is everyone accounted for? (employees and visitors)
- Inform your staff of incident
- Staff list and their contact details
- Inform the staff of how it is being dealt with
- Inform staff whether they can/ cannot leave the building
- Listen to radio or TV for advice (if relevant)
- Contact emergency services/ local authority for advice (if relevant)
- Contact utility companies if needed
- Has everyone who is responsible for the business continuity plan been informed?
- Inform the top of the Staff tree of the incident (if relevant) or those not on company premises.
- Tell non critical staff to go/ stay home (if relevant)
- Tell critical staff to get on with their business continuity responsibilities
- Establish staff information hotline (if organisation large enough)
- Begin media/ public relations process (if relevant)