

ACTION AFTER 1 HOUR AFTER AN INCIDENT

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

Please check and tick the following, once it is safe to do so:

- Check business recovery objectives.
- Contact alternative site/ site supplier.
- Check and make arrangements for work area requirements, technology requirements.
- Check and make arrangements for resource requirements: office equipment, hardware and software, furniture, machinery.
- Vital records inventory: make sure you have all your contacts, important documents and business emergency pack items.
- Is the phone system working remotely from the old site?
- Is the phone system working on the new site?
- Test other utilities at the new site to see if they are working.
- Switch off dangerous utilities at the old site if applicable to the situation. (If not possible, contact utility supplier).
- Carry out inventory (if possible).
- Contact insurance company.
- Contact Vendors (if needed).
- Check that everyone on the telephone tree has been contacted.
- Set up a personnel advice line (If organisation is large enough).
- Start/ continue your PR process: check which customers/ suppliers you had appointments with today and tomorrow and contact them to inform them of your situation: reassure them that everything is under control, that your business continuity plan has been put into action, that there will be such and such a delay, but that everything will be fully operational within such and such a date.
- Continue talking to your staff: reassure your employees that your business continuity plan has been put into action, that some of them need to proceed as previously agreed and that all will be well.

Recovery Management Generic Instructions – After the first hour after the incident (if you are staying in your premises):

Please check and tick the following, once it is safe to do so:

- Check business recovery objectives.
- Vital records inventory: make sure you have all your contacts, important documents and business emergency pack items.
- Is the phone system working?
- Test other utilities to see if they are working – if you suspect damage, contact your respective utilities companies. Turn off gas immediately if you suspect leakage.
- Are IT systems working? (If relevant)
- Carry out inventory (if relevant)
- Contact insurance company (if relevant)
- Contact Vendors (if relevant)
- Check that everyone on the telephone tree has been contacted and is aware of what is happening.
- Set up a personnel advice line (if organisation large enough)
- Start/ continue your PR process: check which customers/ suppliers you had appointments with today and tomorrow and contact them to inform them of your situation: reassure them that everything is under control, that your business continuity plan has been put into action, that there will be such and such a delay, but that everything will be fully operational within such and such a date.
- Continue talking to your staff: reassure your employees that your business continuity plan has been put into action, that some of them need to proceed as previously agreed and that all will be well.