

# 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)

Produced with support from the Norfolk Resilience Forum