

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 flood warnings and Cross Sector Safety and Security Communications		
Horizon scanning – keep up to date with national and local issues		
Download the British Red Cross Emergency App		
Check your flood risk – coastal, river, rainfall/run-off		
Consider flood protection – raise electrical/valuable items and implement flood measures		
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

Produced with support from the Norfolk Resilience Forum