

Don't let
an **EMERGENCY**
become a **CRISIS!**

BE PREPARED





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A Guide to Preparing for Emergencies

Are you prepared for an emergency or crisis?

Whether your business or organisation is big or small, disruptions can happen anywhere, at any time and threaten how you operate day-to-day both at home and at work.

An emergency could affect the provision of utilities, transport services and supply chain networks – resulting in a major impact to yourself, your staff and your customers and stakeholders.

Every day, businesses, voluntary, faith and community organisations across the UK face a variety of potential emergencies. From a major power outage to fuel shortages, from cyber attacks to storm damage, from fire to flooding, severe weather to pandemics, any of these situations can cause major disruptions and threaten your day-to-day operations.

How would you cope if there was a major power outage? How could you ensure your organisation could still function? Do you have a plan in place to prepare?

Major disruption can prove costly for any organisation. In particular small or medium sized organisations may struggle to recover if the disruption is longer than a few days.

The Cambridgeshire and Peterborough Local Resilience Forum (CPLRF) brings together blue light emergency services, local authorities, the Environment Agency, public health organisations, military, government agencies, transport, utilities along with voluntary and faith organisations to plan, prepare for and respond to such emergencies.

Their efforts can have a greater impact when communities, residents and businesses have already considered the impact different situations could have on them and have a plan in place for how they will respond. Planning for emergencies and preparing staff and volunteers can save your business time and money and support your stakeholders and surrounding community at the same time.



This booklet outlines some simple steps you can take to protect your organisation or business and to help your general day to day operations.



Cambridgeshire and Peterborough Prepared

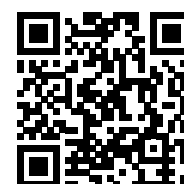
The Cambridgeshire and Peterborough Prepared website details how your local resilience forum partners work together to ensure we are prepared for and can respond to and recover from emergencies across the whole county. It also gives advice on what you can do to help improve your resilience.

These partner agencies will always prioritise the most vulnerable in an emergency. Therefore, it is vital we all play our part in making our own homes, businesses and communities more resilient in a crisis.

From putting together an emergency plan to keeping an emergency kit of essential items, there are simple, easy and most importantly cost-effective steps you can take to be prepared for the risks you may face in both your business and your general day-to-day life.

Ensuring there's always a first aider to help you better deal with medical emergencies, backing up your data and storing this off-site and having an emergency kit that includes basics such as power banks, a comprehensive first aid kit, a wind-up or solar powered radio and non-perishable food supplies and water are three fairly simple steps you can take, so if you are affected by a fire, flooding, a power outage or a cyber attack, you will be able to get back in business more quickly and protect against the serious threat of data leaks and corporate compromise in the meantime.

Find out more at www.cppprepared.org.uk



Don't put it off – prepare today

Here are a few steps you can take to protect your organisation:

- **Develop a business or organisation emergency plan** – To minimise the disruption to normal operations, you should develop a plan now. (See the next page for a basic template to help you get started). Keep hard copies of your emergency plans to avoid them becoming inaccessible in the event of a power outage.
- **Focus on the most likely** – It is not practical to develop detailed plans for every potential emergency, so focus on those that are most likely to happen to you and your organisation. You may also have shared risks with neighbouring premises, for issues such as flooding, so it is an opportunity to work with other businesses to protect against some key risks.
- **Stay alert to cyber crime. In the event of fraud or cyber crime**, you can contact **Action Fraud on 0300 123 2040**. To find out more and to start your Cyber Resilience journey today visit the **Eastern Cyber Resilience Centre at www.ecrcentre.co.uk**.
- **Know your flood risk**. Sign up for flood alerts from the Environment Agency or **phone Floodline on 0345 988 1188**. Work with neighbouring flood action groups and community groups.
- **Backup your data**. Consider storing data backups in a different location to your main base to ensure the information you hold is more resilient to cyber-attacks, fire or theft.
- **Ensure you have adequate and up-to-date insurance**. Having the right level of insurance cover for your buildings and belongings will provide peace of mind. Keep a printed copy of these documents off-site.
- **Keep 'risk' on the agenda**. Make sure you discuss your risks regularly at decision-making meetings and update your employees, volunteers and members to ensure everyone knows what to do in an emergency. Revisit your plan regularly. What's changed? What needs updating? Are all your contacts up-to-date? Horizon scan regularly to ensure you stay on top of risks to your business, both ongoing and as a result of wider societal issues.
- **Have a communications plan – if a major emergency affects your organisation how will you cascade information to your staff, volunteers, and members?** How will you communicate with your clients or customers? Who will handle drafting these communications and signing them off? Are your contact lists up-to-date? Make sure you review this plan at least every two years or in line with any major changes to your business or ways of working. Thinking about this now will give you greater reputational resilience.



For more information on business continuity, preparing and protecting your organisation or business, visit the Business Continuity Institute at www.thebci.org



Emergency Plan

What would you do if your business or organisation was involved in an emergency? Don't wait for a crisis to happen - Be prepared!

Use this template as a starting point for your plan to make your organisation more resilient.

What are the 10 most important things you need to keep your organisation running?

Could you replace them easily?
Yes/no

Could you replace them easily?
Yes/no

1.		6.	
2.		7.	
3.		8.	
4.		9.	
5.		10.	

Could you still run if...

There was no power for 3 days?

50% of your staff or volunteers were absent at once because of severe illness?

Schools were closed unexpectedly for 2 weeks?

You had no access to your building(s) for up to 2 weeks?

There was no water supply for up to 2 weeks?

Key roads, bridges, footpaths, railway lines, airports or ports were closed?

Your property was the target of vandalism/theft?

A fire destroyed your building?

Your business was subject of a cyber attack?

Considering these scenarios – how can you make your organisation more resilient?

What could you do now that would help to make you better prepared for a major emergency?

Write your top 10 list of actions you could take now to prepare

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

Contacts

Who are the top 10 people or organisations you would need to inform about a disruption to your organisation?

Are their contact numbers readily to hand? Think about internal teams, volunteers, members, customers, suppliers, major stakeholders.

1. Name Contact details	6. Name Contact details
2. Name Contact details	7. Name Contact details
3. Name Contact details	8. Name Contact details
4. Name Contact details	9. Name Contact details
5. Name Contact details	10. Name Contact details

Key organisations in case of an emergency

This section below shows other organisations you may need to contact. It is important everyone in your organisation knows who is responsible for business continuity.

Emergency Contacts

Blue light emergency services (Police/Fire/Ambulance) 999	Environment Agency 03708 506 506
Police (non-emergency) 101	Free national power cut helpline (this connects you with your local power supplier) 105
NHS 111	Anglian Water (blocked drains, flooding or leaks) 03457 145 145

Local Authorities

 Peterborough City Council	 Cambridgeshire County Council	 Huntingdonshire District Council	 Fenland District Council
 Cambridge City Council	 East Cambridgeshire Council	 South Cambridgeshire Council	 British Transport Police

Risks to consider

Be Flood Aware – Even If You Don't Live Near a River

Flooding isn't just a problem for people living near rivers. Heavy rain can lead to surface water flooding almost anywhere. Being prepared could save you a lot of stress, damage – and even lives.

The Government has a helpful guide to protect your home or business from flooding:
www.gov.uk/guidance/adapting-your-home-or-business-to-the-risk-of-flooding

10 Simple Steps to Prepare for Flooding

- 1** Check for flood alerts in the next 5 days gov.uk/check-flooding
- 2** Check your long-term flood risk gov.uk/check-long-term-flood-risk
- 3** Sign up for free flood warnings gov.uk/sign-up-for-flood-warnings
- 4** Check your business or home insurance covers flooding. For advice, visit nationalfloodforum.org.uk
- 5** Make a flood plan gov.uk/prepare-for-flooding
- 6** Join or find out about local flood action groups thefloodhub.co.uk/community
- 7** Save the Floodline number – they offer 24/7 help and advice:
Please call 0345 988 1188 or
Textphone: 0345 602 6340
- 8** Keep copies of important documents (such as insurance) somewhere safe and easy to access in an emergency.
- 9** Move valuable items to higher ground if flooding is likely.
- 10** Always put your safety first – if you're in immediate danger, call 999 and ask for the fire service.



Who to Contact if Flooding Happens

Emergency (danger to life): Call 999

Surface water or groundwater flooding:

Cambridgeshire County Council

Call 0300 303 8389

Peterborough City Council

Call 01733 747474

Main river flooding:

Environment Agency (Floodline)

Call 0345 988 1188

Sewer flooding or blockages:

Anglian Water Call 03457 145 145

Flooding on major roads:

Highways Agency

Call 0300 123 5000 (quote "Report")



Cyber attacks

We live in a digital focused world where organisations, businesses, charities, our government and individuals all rely heavily on digital technology. That means any individual or organisation which uses IT networks and systems is vulnerable to the threat.

Cyber criminals exploit weaknesses in online systems, often for financial gain. They use hacking to steal data and can use the same technology to conduct fraudulent financial transactions.

There are **FIVE STEPS** you can take to make yourself more cyber safe:

- 1** Make and test effective backups.
- 2** Protect your organisation from malware.
- 3** Use Multifactor Authentication Apps or tools to add extra security to your online accounts.
- 4** Use strong and separate passwords to protect your data
- 5** Be alert to phishing attacks - Raise awareness about cyber crime among your staff and volunteers to ensure everyone in your organisation is on high alert for scam emails and remind staff never to open links from unknown and untrusted sources.

To find out more and to start your Cyber Resilience journey today visit the Eastern Cyber Resilience Centre at www.ecrcentre.co.uk



Have your emergency kit ready

Put together an emergency kit of items that you could use in a major emergency. This should help you communicate with your employees, volunteers or members. It should also contain methods for finding out official information during a crisis and deal with basic first aid.

This could include:

- ✓ **Battery or wind-up torches** – torches are safer than candles.
- ✓ **Battery or wind-up radio** to get updates during a power cut – a car radio can be used, however in severe weather it might be safer to stay inside.
- ✓ **Spare batteries** for torches and radio and a backup battery for any medical equipment you rely on.
- ✓ **Portable power banks** for charging your smart phone or other mobile devices.
- ✓ **A first aid kit** including items such as waterproof plasters, bandages, a thermometer, antiseptic, eyewash solution, sterile dressings and gloves, medical tape for dressings, and tweezers, paracetamol, scissors.
- ✓ **Hand sanitiser and wet wipes** for hygiene purposes when the water is off.





Preparation

Further advice about what you can do to prepare for major emergencies



The Government's Prepare Campaign
<https://prepare.campaign.gov.uk>



The Business Continuity Institute
www.thebci.org



The Government's Business Continuity Toolkit
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/137994/Business_Continuity_Managment_Toolkit.pdf



Peterborough City Council's Business Continuity Information and Advice
www.peterborough.gov.uk/council/emergency-planning



Business Fraud advice
www.cambs.police.uk/advice/advice-and-information/fa/fraud/business-fraud/



Cambridgeshire County Council Business Continuity Information
www.cambridgeshire.gov.uk/business/support-for-business/business-continuity-planning



Find out more
www.cppprepared.org.uk

