

NORFOLK RESILIENCE FORUM



preparing for emergencies

Scenario 3 ~ Fire Damage

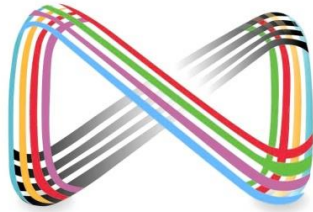
Phase 1

It's a Thursday, normal working day around mid-morning (10:00am). After a long period of heavy rain, water has leaked through the roof and caused a short circuit in electrical wiring, igniting cladding in the attic. Fire breaks out and alarms activate within the building. The evacuation procedure is implemented.

All staff arrive at the RVP safe and well. Flames are beginning to come through the roof. The fire service has been called and is on their way.

Questions:

1. What are the immediate considerations?
2. Who has responsibility for:
 - a. liaison with fire service on arrival
 - b. Immediate staff welfare
 - c. Building security
 - d. Critical items inside the building
 - e. Finding alternative shelter
 - f. Communication with stakeholders, staff etc
 - g. Media
3. Who is in charge?



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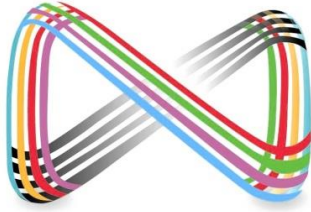
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Phase 2

Its 10:20am, the fire service have arrived and are working to extinguish the blaze. There is concern that the fire may spread to an adjacent building, which contains gas cylinders and the fire service are placing a 200 metre cordon around the building. This means that all staff have to leave the RVP. Several neighbouring buildings have seen the smoke and come to the building to find out what is going on. Families of staff members have started to ring in concerned.

Question:

4. What are the considerations now?



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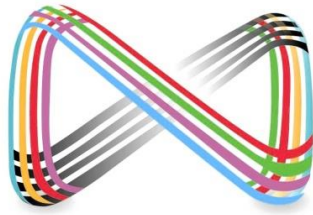
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Phase 3

Its 12:30am, the fire has been extinguished with smoke and fire damage to part of the main building. It is estimated that this facility will be out of commission for at least 10 weeks while repairs are made. Local press and TV have heard about the fire through social media and have come to the scene. They are asking for an interview with the head/manager and a member of staff.

Questions:

5. Who will be giving interviews to the press?
6. How will you communicate with your customers and stakeholders?
7. Do you have another premise to work from?



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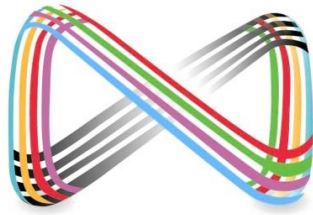
Phase 4

It's the next day. Part of the building has been lost to the fire. It is now estimated that repairs will take 15 weeks to complete, during which there will be noise and other disruptions around the building.

The affected part of the building is not accessible. However equipment and supplies can be recovered from the unaffected part of the building.

Questions:

8. You decided to send your staff home yesterday, how will you communicate with them today?
9. How will the migration of equipment to your back up premise be managed?



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Phase 4

It has been 15 weeks since the incident. The repairs are now complete and the building is ready for re-occupation.

Questions:

10. How will the re-occupation be carried out?
11. What could you have done differently to stop this situation affecting you so much?
12. What lessons have been learned? How can this knowledge be used to improve your Business Continuity Plans?