

NORFOLK RESILIENCE FORUM



preparing for emergencies

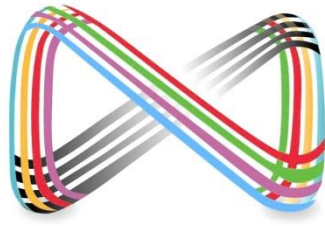
Scenario 1 ~ Water Damage

Phase 1

On Friday evening, after you have locked up and gone home for the evening, an internal pipe running between the suspended ceiling and the floor of a flat above bursts. You arrive at your business at 08:45am on Saturday morning to discover water running down the walls and that the floor is ankle deep in water. The suspended ceiling has collapsed in places and in other places is sagging under the weight of the water. Much of the plaster has blown and fallen onto the flood. You find that the water running down the walls has damaged much of your equipment and stock that is stored, including the PC with customers' details on it. Some important paperwork has also suffered, including diary appointments. The electricity is not working. Your diary is full for the week and doors will shortly be opening to your customers.

Questions:

1. What would you do?
2. What should be your immediate priorities?
3. How would you contact your customers?



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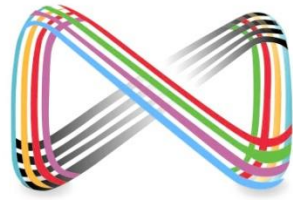
Scenario 1 ~ Water Damage

Phase 2

It is now 09:15am and although the water has been turned off at the mains, there is still some leaking through the ceiling. A number of customers have arrived expecting your services; your other members of staff have also starting arriving. You find that your diary book has been significantly damaged by the leak and you are finding it difficult to read your appointments for that day with your customer's details.

Questions:

4. What would be your next steps?
5. What would you do over the next hour or so?



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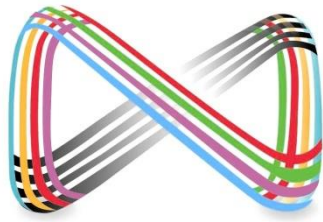
Scenario 1 ~ Water Damage

Phase 3

It is now 11:30am. A building inspector has arrived and is assessing the state of the building and the damage. Some structural damage has been caused and they inform you that customers and staff must not be allowed back inside until the property have been made safe again. This is estimated to take at least a week.

Questions:

6. What steps would you take over the next week and beyond to deal with the situation?
7. What could you have done differently to prevent this situation affecting you as much?
8. What lessons have been learned? How can this knowledge be used to improve your Business Continuity Plans?



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Facilitators Suggested Prompts

Scenario 1 – Phase 1

- It is important to turn the water off at the mains
- If safe to do so, it is important to turn the electricity off at the mains
- Call your staff to let them know of the situation

Think about...

- Do you have a Business Continuity Plan that covers situations like this?
- Is your insurance sufficient for this type of incident?

Scenario 1 – Phase 2

- Check if your landline is still working
- Check if other utilities are still working e.g. gas
- Phone customers (if you are expecting appointments for that day explaining the situation, if you can find their details)
- Put a notice on the front door explaining that the business is closed due to a leak to prevent walk-in customers trying to access the building
- Contact your insurers

Think about...

- Do you have a backup copy of customers' details and phone numbers in case the original is damaged?
- Is there an alternative phone you could use if the landline is not working?
- Do you want your staff to stay on site or go home?
- How would you deal with customers who are phoning? Do you need an answer phone message to explain the situation?

Scenario 1 – Phase 3

- Inform as many customers as possible about the situation and that the business will be closed for a short while
- Try and set a date for an official re-opening and aim for this
- Contact contractors to dry out the building
- Contact suppliers to organise reordering of stock that has been damaged

Think about...

- Are there any alternative locations that could be used during this interim period?
- How could you disseminate information to people?
- How can you ensure that your customers will return?
- Can you afford this loss of income? Do you have the necessary insurance to cover you?
- What will happen to your staff during the period of closure?
- How will this affect the reputation of your business?