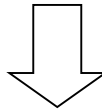


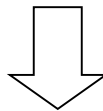
**Procedure for Emergency Preparedness and Response**

In the event of an emergency, the office is to be evacuated.

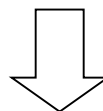
Fire marshals have been appointed within the company and these marshals are responsible for ensuring a full evacuation of the building.



In case of fire or explosion, evacuate the building immediately.  
In case of flood, stop source of flood if possible/safe to do so  
If environmental damage is caused notify the Environment Agency



Notify Emergency Services



Notify Other branches and IT support so phone lines can be diverted to alternative branches to prevent disruption to services

## PURPOSE

ISO 14001 Clause 4.4.7 requires an organisation to identify how it will respond to emergencies in order to prevent or mitigate associated adverse environmental impacts.

These emergency preparedness procedures must also be periodically reviewed and revised, in particular, after the occurrence of accidents or emergencies. The organisation must also periodically test such procedures where practicable and can use real accidents and emergency situations to meet this requirement

## RESPONSIBILITIES

The Managing Director (MD) is responsible for implementing this procedure. The MD may delegate responsibility for this procedure to other members of staff.

## DEFINITIONS

- **Incident** – An unplanned, potentially harmful or damaging situation or event not resulting in personal injury, environmental damage or other damage.
- **Accident** – An unplanned, potentially harmful, or damaging situation or event resulting in personal injury, environmental or other damage.
- **Emergency** – An unplanned situation or event resulting in involvement of the public emergency services, police, fire, ambulance or environmental regulatory authorities.

## PROCEDURE

All potential emergencies are identified as Environmental Aspects in line with the Procedure for Environmental Aspects and are recorded on the Register of Aspects.

The MD shall also consider other potential emergencies based on the results of office inspections, internal audits and visits by external parties and regulatory authorities.

Where preventive actions have been identified as necessary, the MD or nominated member of staff shall ensure required precautions are taken within a set timeframe.

The MD or nominated member of staff shall undertake office inspections to identify opportunities to prevent emergencies arising and ensure that the office is prepared should they occur.

A list of relevant emergency response contacts is listed below see Appendix 1.

### 1. RESPONSE TO FIRE, FLOOD AND EXPLOSION

In case of fire or explosion raise the alarm, evacuate the building/office and call the Fire brigade. Under no circumstances shall a member of staff re-enter the building/office until the Fire brigade declares it safe to do so.

In case of flooding, stop the source of the flood if possible, (e.g. turn off tap). If the flood poses a risk to health and safety raise alarm, evacuate the area at risk.

If any polluting materials reach drain, watercourse or bare ground, call the **Environment Agency Incident hotline 0800 80 70 60**.

### **Disposal of Clean Up Materials**

Any damaged materials or waste generated because of any emergency shall be disposed of using correct method of disposal for type of waste.

## **2. REPORTING AND RECORDING AND ENVIRONMENTAL EMERGENCY AND INCIDENTS**

Following any environmental incident or emergency a record of the entire incident, including an assessment of the cause and an appraisal of the effectiveness of the response shall be made by the MD on the Incident Report Form located on the staff intranet. The MD shall investigate the cause of the incident and where necessary revise procedures/introduce methods to minimise the risk of reoccurrence.

All reports shall be reviewed at the management review.

## **3. RESPONSE TO COVID 19**

### OFFICE STAFF

- All staff will work from home where possible. Laptops and desktop PC's are enabled for home working. Employees will have access to all systems when working from home, in the same manner as they would when working in an office.
- Staff working from home have access to video conferencing facilities and our phone system allows personal mobile phone to act as a soft phone extension of the desk phone. This will minimise any disruption to the Service Desk function and general ABCA contact facilities.

### FIELD / SITE BASED STAFF

- Visits by ABCA staff to client offices will follow the guidelines in place at the client office. All staff are equipped with masks, gloves and hand sanitiser, and complete regular Tool Box Talks on current social distancing guidelines.
- Visits by ABCA staff to customers' homes require the following preventative measures;
- Field staff are provided with facemasks, gloves and hand sanitizer, and follow social distancing guidelines as per Government guidance.
- Staff will continue to request that residents occupy an alternative room in the dwelling from where field staff are working to mitigate any unnecessary risk.
- Customer device demonstrations and / or customer sign-off on a PDA's have been suspended where possible
- We have adopted an amended install process, whereby we ask field staff attending a property where they may come into close contact with another member of the public, that where possible, they contact the customer(s) in advance and ask the following questions:
  - Do you, or anyone in your household, have any symptoms that could be related to coronavirus; including a cough or a high temperature or loss of taste?
  - Have you or anyone in your household, had contact with someone who has a confirmed case of coronavirus, or has been advised to self-isolate?
  - Do you consider yourself or anyone in your household, to be in one of the vulnerable groups as described by the Government?

If the answer to question 1 or 2 is yes, then field staff should contact the office to postpone the work and give advice to the customer on the reason for postponement. If the answer to question 3 is yes, then field staff should ask the customer whether they wish to proceed with the visit, or postpone the visit. If the customer wishes to postpone the visit, then field staff should contact the office to postpone the work and agree on a future revisit date if required by the customer.

#### 4. TRAINING, AWARENESS AND TESTS OF EMERGENCY PROCEDURES

Staff shall be made aware of the correct emergency response procedures as detailed in training module available on the Wolf Alert Employee portal

The emergency response plan shall be tested through simulated activities on an annual basis. The MD will keep records of these tests on Record of Tests of Emergency Preparedness. Fire alarms tests are carried out weekly and emergency drill carried out at 6 monthly intervals

#### 5. BUSINESS CONTINUITY PLANS

Natural Disasters	Operational & Man-Made Disasters
<b>Flood:</b> Low risk, however alternative working locations can be made available.	<b>Product Failure:</b> All products under 12 months old and under warranty, serviced and maintained at regular intervals after that.
<b>Gales:</b> Low risk however alternative working location can be made available.	<b>Loss of Reputation – Criminal Act:</b> Strict polices and controls in place to prevent this from happening all personnel are subject to strict vetting procedures.
<b>Earthquake:</b> Low risk to the United Kingdom however alternative offices are available - details available from the management.	<b>Loss of Reputation – Error:</b> Strict polices and controls in place to prevent this and media controls placed on all personnel.
<b>Lightning Strikes:</b> Low risk, however alternative working locations can be made available.	<b>Loss of Critical Customer:</b> Customer base is kept sufficient to prevent the loss of one customer having a severe impact.
<b>Subsidence:</b> Low risk area, Subsidence would be the responsibility of the Landlord.	<b>Fire:</b> Alternative working locations can be made available.
<b>Hacking:</b> All computers are protected by Anti-hack software.	<b>Terrorist Activity:</b> Low Risk. Counter Terrorism training has been rolled out to staff and if required alternative working locations can be made available
<b>Equipment &amp; Supply Failure:</b> IT Company – Smart IT	<b>Virus:</b> All computers are protected by Anti-virus software.

<b>Software Failure:</b> IT Company – Smart IT	<b>Building Defects:</b> Landlord
<b>Hardware Failure:</b> IT Company – Smart IT	<b>Loss of Data:</b> Back up's are completed and stored by Smart IT
<b>Failed Operational Strategy:</b> Continually reviewed to minimise risk.	<b>Service Level Failure:</b> Various measures in place through policies and procedures to minimise risk.
<b>Liabilities for Non Performance:</b> Relevant insurance cover in place.	<b>Quality Defects:</b> Various measures in place through policies and procedures to minimise risk.
<b>Credit Risk:</b> All perspective Customers are Credit scored to assess.	<b>Failed Outsourcing/Supply Contract:</b> Large number of suppliers under contract to minimise.
<b>Out of Stock Situations:</b> Low Risk wide range of suppliers available for required products.	
<b>Compliance</b>	
<b>Breach of Environmental Regulations:</b> Procedure in place, this is regularly reviewed to reduce risk, also externally audited.	<b>Breach of Financial Regulations:</b> Bookkeeper and Accountant in place to minimise.
<b>Breach of Industry - Specific Regulations:</b> Have membership with Accreditation Bodies to ensure fully up to date with any changes in legislation, also externally audited on a regular basis.	<b>Breach of Companies Requirements:</b> Registered and updated on all changes in legislation to ensure compliance as well as regular external audits.
<b>Seizure of Records by Tax or Customs Authorities:</b> Duplicate copies of records kept.	<b>Breach of Company's legislation:</b> Strict policies, procedures handbooks etc. in place to minimise.

**Appendix 1 –List of Emergency Contacts**

<b>EMERGENCY SERVICES: 999</b>		
<b>Emergency Contact</b>	<b>Office Hours Telephone Number</b>	<b>Out of Hours Telephone Number</b>
Environmental Management Representative: <b>Chris Scott</b>	03331210999	07824 707569
Managing Director: <b>Philip Miller</b>	03331210999	07917 680971
Building Manager:	N/A	N/A
Local Police	101	101
Environment Agency Hotline (24 hour service)	0800 80 70 60	0800 80 70 60
Environment Agency General Enquiries	03708 506 506 (Mon-Fri, 8am - 6pm)	N/A
North Tyneside Local Authority	0191 643 6164	N/A
Oldham Local Authority	0161 770 3000	N/A
Leyton Local Authority	020 8496 3000	N/A
St. Ives Local Authority	01736 797840	N/A
Water and Sewerage	0800 328 7648 (Leak and Flood line)	0800 328 7648 (Leak and Flood line)
Gas	0800 111 999	NA
Electricity	105	NA