

# *Disasters and Emergencies*



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# *Why do we need to plan?*

- **Civil Contingencies Act.**
  - **Contractual obligations to clients.**
  - **Health and Safety legislation.**
  - **Reputation management.**
  - **Responsibilities to stakeholders.**
  - **Business Survival.**
  - **Moral obligation to those in our charge.**
- i.e.; it's good business sense**

# ***Are you at RISK?***

- **Structural / Mechanical / Service failure at site level.**
- **Infrastructure failure at supplier / administrative level.**
- **Student Fatality.**
- **Reputation Failure.**
- **Hoaxes.**
- **Direct Protest or Public Disorder.**
- **Collateral terrorist attack.**
- **Direct terrorist attack.**



**They should not be 'unexpected'**



# Case Study 1

## Student on Student Violence (Nationalist)

- Students from two nations, usually friendly.
- From similar cultures.
- Both fiercely proud and independent.
- In residences, mixed.
- Home nations engage in warfare.
- Serious physical conflict breaks out between the two groups on campus.

**Solution?**



# Case Study 1

## Possible Solutions

- **Expulsion from Institution.**
- **Expulsion from Residences.**
- **Draconian police response.**
- **Criminal Prosecutions.**

## Actual Solutions

- **Increased security (temporary)**
- **Divide residences on national lines (temporary)**

# Case Study 2

## Y2K (The Millennium Bug)

- **Based on a prediction and some technical evidence.**
- **At 00.00 hours on 1<sup>st</sup> January 2000 (00) embedded timers in automatic and computerised systems will catastrophically fail.**
- **Systems will return automatically to default settings, or memories will clear.**

**Solutions?**



# Case Study 2

- **Management Teams report to Board Level.**
- **Identify and inventory all 'at risk' equipment and components down to the lowest level.**
- **Emulation Testing on all identified items.**
- **Certificates of Compliance from Manufacturers.**
- **Effect prediction on Supply and Maintenance Chains.**
- **Formal Sign Off at Board Level.**

# Case Study 2

- Identify all 'at-risk' equipment??  
eg; Heating System

**Boiler**

**3 Season Control Panel**

**Timer**

- And ask, what other failure points might there be?

**OUTCOME:**

**Nothing happened (except that .....)**

**Oh, there never was a risk anyway!**

# Case Study 3

## Multi-Tenanted Office Block



- **Tenants have right to Sublet.**
- **Onus on Tenants to develop own plans.**

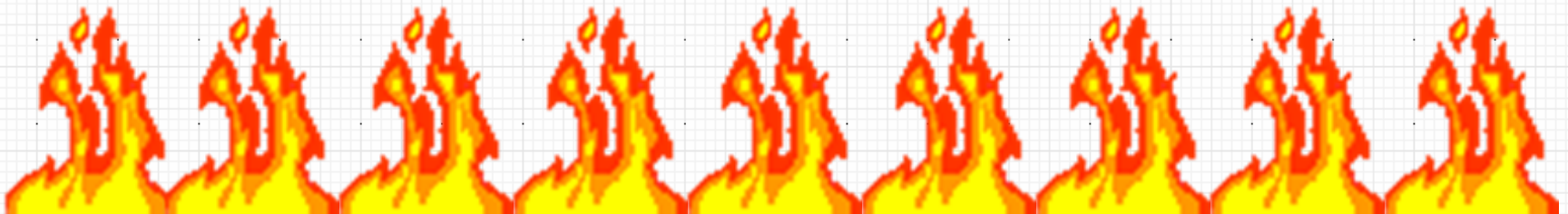
### The Event

- **Tenant Sublets to 'at risk' client.**
- **Premises used for receiving bulk post.**
- **Incoming mail not screened.**
- **Hoax White Powder envelope discovered.**

# Case Study 4

## Major Industrial Fire

- **Company has comprehensive Emergency Plan with detailed Call-Out lists.**
- **All of the Call-Out lists were hardcopy, kept in a fire-safe in the Site Office.**
- **Managers did not have copies of the Emergency Plan in their personal possession, in hard or soft form.**
- **Conflagration occurs : No access to Site Office for several days.**



**‘One man’s irritation is another man’s catastrophe’**

**Definition of a catastrophe, given by a Senior Manager in a Logistics Company:**

**‘Break down of Conveyor Belt 1, in the weeks approaching Christmas, for more than 30 minutes.’**

**What’s Yours?**



# *A Few Questions to take home*

- Do you have a Data Protection Policy?  
(All those lists .....)
- Have you identified your core activities?
- Evacuate ----- or Invacuate?
- Evacuate ----- Alarm or Word of Mouth?
- Evacuate ----- Assemble or Disperse?
- Has every key player got a deputy?  
Have you checked??

# Case Study 5

**Student Nurses setting off the Fire Alarm so they can choose their next boyfriends from the attending Crew**



**Solution?**



# ***Case Study 5***

**Not all solutions have to be draconian or expensive!**

**A copy of Hilaire Beloc's poem 'Matilda' pasted next to each alarm call point.....**

**Matilda, growing tired of play, And finding she was left alone,**

**Went tiptoe to the Telephone**

**And summoned the Immediate Aid**

**Of London's Noble Fire-Brigade.....**

**---- and subsequently ----**

**For every time she shouted 'Fire!'**

**They only answered 'Little Liar!'**

**And therefore when her Aunt returned,**

**Matilda, and the House, were Burned.**

***Thank You***

