



# **MAJOR INCIDENT & BUSINESS CONTINUITY PLAN**

**Autumn 2024-25**

## **Other related documents:**

**Emergency Closure – Procedures**

**Snow Decision making checklist**

**Bomb Threat Checklist**

**Lockdown procedure**

**Emergency Evacuation procedure**

**Communication cascade**

**Managing an incident in school with a knife/weapon**

**IT Recovery Plan – Turn It On**

**Serious Incident Reporting Procedure and Form**

**First Aiders and Locations**

**Map of school site**

**Person Responsible:** Claire Thompson

**Next Review date:** Autumn 2025

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## 1. Aims & Purpose

The purpose of this Plan is to deal with the initial safety, and reduce risk to students, staff, parents/carers and visitors of Hayes School in the event of a major incident. It is to give a structured basis to effect an immediate response so that the risk to all beneficiaries of the school and trust is minimised, that the incident is not escalated, and to give support to the emergency services and/or other agencies.

This plan may be implemented in respect of incidents which take place on the school site or off-site involving staff and students.

This plan will support a flexible response so that Hayes School can:

- i. Respond to a disruptive incident (**incident management**)
- ii. Maintain delivery of critical activities during an incident (**business continuity**)
- iii. Return to 'business as usual' (**resumption and recovery**)
- iv. Report serious incidents
- v. Learn from and review practice in response to serious incidents

## 2 Building Facilities

The school is located on one site (but with an additional separate playing field). The Head of Schools' office and the administration offices are based in the Gadsden building at the heart of the site. There is a large playing field as part of the main site so should there be a loss of a building there is sufficient space to accommodate portable classrooms.

Evacuation notices clearly identify routes of escape from any area within the school and direct all to the muster stations on the playing courts by the North Wall at the bottom of the school field.

### **3. IDENTIFICATION OF MAJOR INCIDENTS**

- An incident resulting in or risking significant harm to staff, students, parents/carers or visitors
- Destruction or serious vandalism of part of the School
- Loss of safe access to site (e.g. flood, infestation etc.)
- Student or teacher being taken hostage
- Intruder(s) on site necessitating lockdown
- Transport related incident involving students or teachers
- Death or serious injuries in school or off-site, including school journeys
- Natural disaster in the community
- Local risk of air pollution, smoke pollution, gas cloud
- Major fire in the vicinity of the school
- Civil disturbance or terrorism/extremism
- Bomb threats
- Loss of critical systems e.g. IT failure, loss of heating, water supply, power shortage etc.
- Significant data breach
- Cyber-attack (ransomware)
- Financial crime or other significant financial loss
- Endemic/Pandemic

### **4. IMMEDIATE TASKS**

All incidents to be reported to the Head of School or Senior Deputy Headteacher and contact to be made with the Executive Headteacher. In the event that either of these are off site, they must be contacted as soon as possible. A decision will be made to convene the Incident Management Team.

The Incident Management Team will meet in the designated Incident Room – Head of Schools, Gadsden or if damaged then the Library.

Any member of the Incident Management Team, who themselves have been subject to trauma, should not be involved in the planning process.

The Team will:

- decide on type of incident
- decide on implementation of any planned evacuation tasks
- coordinate with other members of staff to implement required action
- ensure emergency services are notified, as required
- liaise with emergency services
- decide if gas, electricity or water should be disconnected
- inform the Executive Headteacher
- inform CEO/COO, Chair of Governors and Chair of Directors
- inform Local Authority (LA)
- gather as much information of the incident as possible
- ensure Incident Room is manned at all times
- ensure telephones are manned
- be supplied with names of staff and students off-site on trips etc.

- keep staff informed of developments
- be visible to show support during crisis
- prepare analysis of impact on School
- unless there is overwhelming pressure, avoid closing the School and endeavour to maintain normal routines and timetables
- if outside term-time, arrange for Site Team to open for access to the School
- inform TfL if roads/bus routes affected
- notify parents/carers of all/impacted students
- select/amend an appropriate press release for use should this become necessary (assuming they are pre-written or there is a template)
- update social media/Website (given that info will be flowing out of the school via students social media contact/SMS to parents).

## 5.1 INCIDENT MANAGEMENT ACTIONS

| ACTION   | FURTHER INFO/DETAILS  | ACTIONED?<br>(tick/cross as appropriate) |
|--|---|--|
| <p>Make a quick initial assessment:<br/>Survey the scene<br/>Assess scale/severity, duration and impact<br/>Disseminate information to others</p>  | <p>Gather and share information to facilitate decision making. Complete a Disaster reporting form</p>   | <input type="checkbox"/>                 |
| <p>Call the Emergency Services</p>   | <p><b>TEL: 999</b><br/>Provide as much information about the incident as possible</p>   | <input type="checkbox"/>                 |
| <p>Evacuate the School buildings if necessary (full or partial evacuation)</p> <p>Consider whether it may be safer for the welfare of students to stay within the School premises. Do Lockdown procedures need to be put in place?</p> <p>If there is time and it is safe to do so, consider the recovery of vital assets/equipment to enable delivery of critical School activities</p> | <p>Use normal fire evacuation procedure for the School (or alternative assembly points dependent on the nature of the incident)</p> <p>Consider arrangements for students/staff with special needs.</p> <p>If the decision is to stay within the School, ensure the assembly point is safe and take advice from the Emergency Services as appropriate</p> | <input type="checkbox"/>                 |
| <p>Ensure all students, staff and any visitors/contractors report to the Assembly Point if buildings are being evacuated.</p>  | <p>Normal Assembly Point for the School is Basketball Courts on School Field. Alternative Assembly point is the 'Sports Courts'</p> <p><b>Arrangements have also been made to use Hayes Primary if necessary</b></p>  | <input type="checkbox"/>                 |

| ACTION  | FURTHER INFO/DETAILS   | ACTIONED?<br>(tick/cross as appropriate) |
|---|--|--|
| Check that all students, staff, visitors have been safely evacuated from the buildings and are accounted for.                   | See Fire Evacuation Procedures   | <input type="checkbox"/>                 |
| If situation is off site ensure Head of School maintains a constant communication link with the member of staff in charge       | The Head of School must prepare students to act appropriately and communicate with him in the event of a disaster where the member of staff in charge is incapacitated.  | <input type="checkbox"/>                 |
| Ensure appropriate access to site for Emergency Service Vehicles  | Liaise with Site Services  | <input type="checkbox"/>                 |
| Convene School Incident Management Team to assess situation and undertake emergency response roles.                             | <b>Head of School/Senior Deputy Headteacher to confirm SLT roles at first meeting of Incident Management Team</b><br><b>Roles might include:-</b><br><b>Internal communication</b><br><b>External communication</b><br><b>Liaison with emergency services/utilities</b><br><b>Health &amp; Safety/Safety Officer</b> | <input type="checkbox"/>                 |
| Ensure a log of key decisions and actions is started and maintained throughout the incident                                     |  | <input type="checkbox"/>                 |
| Where appropriate, record names and details of any students, staff, contractors or visitors injured or affected by the incident | This information should be held securely as it may be required by Emergency Services or other agencies.<br><br><b>Use of ACo's to assist in identification of students</b>   | <input type="checkbox"/>                 |
| Ensure staff are kept informed about what is happening and what is required of them   | Consider:<br><ul style="list-style-type: none"> <li>• What actions are required</li> <li>• Where staff will be located</li> <li>• Notifying staff who are not currently in work with details of the incident and actions undertaken</li> </ul>   | <input type="checkbox"/>                 |



|  |  |  |
|--|--|--|
| Allocate main meeting area for parents   | <b>Dance Studio, Library, Staff Room , Sports Hall, MPH, Main Hall etc. depending on location of incident</b><br><br><b>Consider if vehicle access to site is to be restricted and how this may be enforced.</b>   |  |
| Ensure Governors and Trustees are kept informed  | Initial contact to be Chair of Governors, or alternatively Vice Chair.<br>CEO to inform Chair of Trustees.   | <input type="checkbox"/>                                 |
| Consider the involvement of other services or organisations who may be able to support the management of the incident in terms of providing additional resource, advice and guidance | Contact Director of Education at Bromley Council   | <input type="checkbox"/>                                 |
| Press Coverage. Be prepared to meet Press  | Head of School only to speak to Press, or in his absence the Senior Deputy Headteacher<br><br><b>Liaise with Executive Headteacher, CEO and Director of Education/Press Office at Bromley LA.</b><br><br>'General Statement' to be made available for Reception to manage enquiries. Refer to head of School's PA. | <input type="checkbox"/><br><br><input type="checkbox"/> |
| Contact Insurance Company (RPA) to inform them, and seek advice  | Contact number in appendix   | <input type="checkbox"/>                                 |
| Message for Website and Telephone  | <b>Head of School / Senior Deputy Headteacher to approve message – must match press release IT to upload</b>   | <input type="checkbox"/>                                 |
| School Mobiles for use (available from TMB)  | Use school mobiles for Incident Management Team in the event that phone lines are not available.   | <input type="checkbox"/>                                 |



## 5.2 BUSINESS CONTINUITY ACTIONS

| ACTION  | FURTHER INFO/DETAILS  | ACTIONED?<br>(tick/cross<br>as<br>appropriate) |
|---|---|--|
| Identify any other stakeholders required to be involved in the Business Continuity response | Depending on the incident, decide on the involvement of external partners   | <input type="checkbox"/>                       |
| <b>EVALUATE THE IMPACT OF THE INCIDENT</b>  | <p>Consider the following:</p> <p>Which School activities are disrupted?</p> <p>What is the impact over time if these activities do not continue?</p> <p>Would the impact be:</p> <p>Manageable?       .....</p> <p>Disruptive?       .....</p> <p>Critical?       .....</p> <p>Disastrous?       .....</p> <p>What are the current staffing levels?</p> <p>Are there are key dates or critical activity deadlines approaching?</p> <p>Consider resources required to recover critical activities</p> | <input type="checkbox"/>                       |
| Plan how critical activities will be maintained   | <p>Consider:</p> <p>Immediate priorities</p> <p>Communication strategies</p> <p>Deployment of resources</p> <p>Finance</p> <p>Monitoring the situation</p> <p>Stakeholder engagement</p>  | <input type="checkbox"/>                       |

|  |  |                          |
|--|--|--------------------------|
| Identify preventative measures which can be taken to minimise impact and ensure business continuity. | <p>Immediate Priorities</p> <p>Health &amp; safety actions/additional activities to be undertaken</p> <p>Research/follow relevant advice from responsible public bodies</p> <p>Are additional resources required (to be ordered)</p> <p>Communication with students, staff, parents and carers</p> <p>Should certain activities be ceased/cancelled</p> <p>Liaise with contractors and service providers re: their provision and contingency arrangements</p> <p>Any additional risk management procedures</p> | <input type="checkbox"/> |
| Log all decisions and actions, including what you decide not to do                                   | Use the Decision and Action Log – see template attached  | <input type="checkbox"/> |
| Log all financial expenditure incurred   | Use Financial Expenditure Log attached   | <input type="checkbox"/> |
| Allocate any additional roles as necessary   | Roles allocated will depend on the nature of the incident and availability of staff  | <input type="checkbox"/> |
| Secure resources to enable critical activities to continue/be recovered                              | Consider additional requirements – staffing, premises, equipment, IT, welfare issues etc.  | <input type="checkbox"/> |
| Deliver appropriate communication actions as required  | Ensure methods of communication and key messages are developed as appropriate to the needs of key stakeholders – Staff, Parents/Carers, Governors, Suppliers, Local Authority, Central Government Agencies etc.  | <input type="checkbox"/> |
|  |  | <input type="checkbox"/> |

### 5.3 BUSINESS CONTINUITY STRATEGIES

| Arrangements to manage a loss or shortage of Staff or skills or forced school closure  | Further Information – key contacts, details of arrangements, checklists |
|--|---|
| Use of temporary staff e.g. Supply Teachers, Office Staff etc.   |   |
| <p>Using different ways of working to allow for reduced workforce, this may include:</p> <ul style="list-style-type: none"> <li>• Larger class sizes</li> <li>• Use of Teaching Assistants, Trainees Teachers etc.</li> <li>• Remote Learning (SharePoint)/SatchelOne/Teams</li> <li>• Team activities and sports to accommodate larger numbers of students at once</li> <li>• Partial opening/closure (certain year groups)</li> <li>• Working from Home (WfH)</li> </ul> |   |
| <p>Suspending 'non-critical' activities and focusing on our priorities</p> <ul style="list-style-type: none"> <li>• Contact lettings</li> <li>• Inform parents/carers</li> </ul>   |   |
| Do we have a mutual support agreement with other local Schools, including the Trust?   |   |
| <p>Check arrangements to manage possible loss of:</p> <ul style="list-style-type: none"> <li>• IT (assume loss of entire site and impact this would have on email and other system of communication)</li> <li>• telephones,</li> <li>• data, (or access to data)</li> <li>• power, utilities and heating</li> </ul>  |   |

|  |  |
|--|--|
| Do we need to revert to paper-based systems for registers and other school processes and communications?   |  |
| <p>Use of reduced school facilities/classrooms in the event of partial closure of school site.</p> <ul style="list-style-type: none"> <li>• Are utilities available?</li> <li>• Is the school kitchen operable?</li> <li>• Can classes be re-roomed?</li> <li>• Should partial opening (for certain year groups) be considered?</li> </ul>   |  |
| <p>Continuity of learning and school management in the event of school closure</p> <ul style="list-style-type: none"> <li>• Provision of work to students via SatchelOne/Microsoft Teams and Office 365</li> <li>• Staff requirement to log on and access school network remotely to 'report to work'</li> <li>• Associate staff processes for remote working i.e. urgent actions, processes and managing and responding to external communications</li> </ul> |  |
|  |  |

## 5.4 RECOVERY AND RESUMPTION ACTIONS

| ACTION  | FURTHER INFO/DETAILS   | ACTIONED?<br>(tick/cross as appropriate) |
|---|--|--|
| Agree and Plan the actions required to enable recovery and resumption of normal working   | Agreed actions with detailed action plan with timescales and responsibility for completion clearly indicated   | <input type="checkbox"/>                 |
| Respond to any on-going and long term support needs of Staff, students and parents/carers | Consider external Counselling Services and signposting to external agencies  | <input type="checkbox"/>                 |
| Once recovery is complete, communicate the return to 'business as usual'                  | Use of effective communication means   | <input type="checkbox"/>                 |
| Carry out a de-brief of the incident with Staff, and possibly students.                   | De-brief report to be reviewed by all members of the School Incident Management Team.  | <input type="checkbox"/>                 |
| Liaison with RPA/Insurers by COO  | Depending on the scale of the disaster an independent loss adjustor may be required on site to assess damage, losses (costs) and recovery options.<br><br>If vehicles are damaged or destroyed contact should be made with insurers to ensure timely recovery. The school should continue with alternative transport arrangements to ensure operational continuity or safe passage home. | <input type="checkbox"/>                 |
| Consider lessons learnt, opportunities for improvement and risk reduction                 | Governors/Trust Central Team may assist in this review.  | <input type="checkbox"/>                 |

## 6. DISASTER REPORTING FORM

The information will assist Emergency Services to provide the right level of support at the right time, minimising risk of injury to School staff, emergency services and the general public.

| Category   | Information required |
|------------|----------------------|
| Casualties |                      |
| Hazards    |                      |
| Access     |                      |
| Location   |                      |
| Emergency  |                      |
| Type       |                      |

| Ref | Notes (information or instructions from emergency service) |
|-----|--|
|     |  |

Form Completed by \_\_\_\_\_

Emergency reported at \_\_\_\_\_ hours by \_\_\_\_\_ date \_\_\_\_\_

## **7. Serious Incident Reporting**

Our Academy Trust is a charity (known as an exempt charity), which means that the Secretary of State for Education (acting through the ESFA) is the principal regulator for charity law compliance. The Secretary of State requires academy trusts to follow guidance produced by the Charity Commission. That includes the Charity Commission's [guidance](#) on serious incident reporting.

Impact Multi Academy Trust has a Serious Incident Reporting Procedure and Serious Incident Reporting Form (SIRF), which should be completed as soon as practically possible, following the management of a major incident.

This ensures that internally governors, trustees and other agencies (as appropriate) are informed of serious incidents and the potential risk to the school and trust. It also ensures that as a school and trust we consider lessons learnt and opportunities for improvement. Additionally, the Trust has a responsibility to consider whether an incident should be reported to the ESFA.

Reporting serious incidents to the ESFA has three main purposes:

1. Ensuring trustees comply with their duties
2. Providing regulatory advice or guidance or using statutory powers at an early stage where problems are identified in a Trust
3. Assessing the risk to other trusts

### 8.1 INCIDENT RESPONSE LOG

|              |             |              |  |
|--------------|-------------|--------------|--|
| Completed by |             | Sheet Number |  |
| Incident     |             | Date         |  |
| Time         | Log Details |              |  |
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## 8.2 Financial Expenditure Log

[illegible]

**APPENDIX 1: INCIDENT MANAGEMENT TEAM**

All parties of this IMT are required to safely and confidentially store a copy of this plan at their regular place of work **AND** off-site, i.e. at home/vehicle

| <b>SLT</b>      | <b>Title</b>                    | <b>Telephone Numbers</b>               |
|-----------------|---------------------------------|--|
| John Phillipson | Chair of Trustees               | TBC                                    |
| Kieran Osborne  | Chair of Trustees               | 020 8654 4861 (H)<br>07748 668 621 (M) |
| Sarah Lewis     | Chief Executive Officer         | 07812 069858 (M)                       |
| James Haskell   | Chief Operating Officer         | 07590 446530 (M)                       |
| Sally Spence    | Director of Education           | 07719 176751 (M)                       |
| Steve Whittle   | Executive Headteacher           | 07855 779658 (M)                       |
| Claire Thompson | Head of School                  | 07814 920294 (M)                       |
| Michelle Toner  | Senior Deputy Headteacher       | 07974 392935 (M)                       |
| Sarah Arney     | Deputy Headteacher              | 01883 372364 (H)<br>07751 217261 (M)   |
| Paula Aliwell   | Assistant Headteacher           | 07857 095494 (M)                       |
| Anthony Allred  | Assistant Headteacher           | 07896 090709 (M)                       |
| Tom Goodman     | Assistant Headteacher           | 07354 006193 (M)                       |
| Dave Loomes     | Assistant Headteacher           | 01634 670084 (H)<br>07855 969770 (M)   |
| Dan Hazlehurst  | Assistant Headteacher           | 07869 147915 (M)                       |
| Kelly Owen      | Assistant Headteacher           | 07538 375620 (M)                       |
| Chris Moore     | Associate Assistant Headteacher | 07834 687949 (M)                       |
| Jenny Lubuska   | Associate Assistant Headteacher | 07810 350510 (M)                       |
| Jackie Frampton | PA to Head of School            | 07956 930903 (M)                       |

|              |                    |                  |
|--------------|--------------------|------------------|
| Greg Short   | Facilities Manager | 07586 404216 (M) |
| Stuart Smith | Network Manager    | 07808 581224 (M) |
| Site Team    | Site mobile number | 07379 493432     |

## APPENDIX 2: GOVERNING BODY LIST

| Category of Governor   | Name                                | Contact Details                             |
|------------------------|-------------------------------------|---|
| Chair                  | Janice Pigott<br>Chair of Governors | Home: 01689 851681<br>Mobile 07739 417146   |
| Vice Chair<br>(Parent) | Catherine Perrott                   | Mobile: 07843 006972                        |
| Executive Headteacher  | Steve Whittle                       | Mobile: 07855 779658                        |
| Staff                  | Sue Angell                          | Work: 020 8462 2767                         |
| Governor               | Rhian Deakin                        | Mobile: TBC                                 |
| Governor               | Duncan Gager                        | Mobile: TBC                                 |
| Governor               | Lily Marriott                       | Mobile: TBC                                 |
| Governor               | Alan Nelson                         | Mobile: TBC                                 |
| Governor               | Seema Patel                         | Mobile: TBC                                 |
| Governor               | Kay Sirett                          | Home: 020 8462 0867<br>Mobile: 07946 554261 |
| Governor               | Sarah Valero                        | Mobile: TBC                                 |
| Governor               | Niv Vitarana                        | Mobile: TBC                                 |
| Clerk                  | Tracey Roache                       | Home: 020 8654 2364<br>Mobile: 07932 755007 |

### APPENDIX 3: LA & EMERGENCY SERVICES CONTACT LIST

| Position  | Name  | Contact Number   |
|---|---|--|
| Director of Children & Young People Services            | Jared Nehra   | 020 8313 4060  |
| LBB Emergency Desk<br>Social Services<br>(Out of Hours) |   | 020 3036 1574  |
| Public Health England South London Team                 |   | 0344 326 2052  |
| Educational Psychologist                                | LB Bromley  | 020 8313 4141  |
| Educational Welfare Service                             | Sharon Wright - WPA<br>Sarah Fleet (EWO)  | 07941 313287<br><a href="mailto:swright@school-attendance.org.uk">swright@school-attendance.org.uk</a><br>07442 626794<br><a href="mailto:sfleet@school-attendance.org.uk">sfleet@school-attendance.org.uk</a> |
| MASH team<br>(Children and Families Hub)                |   | 020 8461 7373/7379<br><a href="mailto:mash@bromley.gov.uk">mash@bromley.gov.uk</a><br>Out of Hours (5pm to 8.30am and weekends)<br>0300 303 8671   |
| Emergency services                                      |   | 999  |
| Police  | Non-emergency<br>Bromley Police Station<br>Bromley Safer Schools Police                                       | 101<br>0300 123 1212<br>020 8284 8847  |
| Gas   | National Grid<br>(formerly Transco)   | 0800 111999  |
| Electricity   | EDF Energy<br>N Power<br>UK Power Networks  | 08457 145 146<br>0800 31 63 105  |
| NHS   | Expert help and advice on minor accidents, family illness or fast medical help                                | 111  |
| Accident and Emergency Departments                      | Princess Royal University Hospital, Bromley<br><br>Queen Mary's Hospital<br><br>University Hospital, Lewisham | 01689 863000<br><br>020 8302 2678<br><br>020 8333 3000   |

## APPENDIX 4: SUPPLIERS CONTACT LIST

|                               |  |  |
|-------------------------------|--|--|
| <b>Telephones</b>             | NineTelecom  | Office: 020 8266 2800  |
| <b>Cleaning</b>               | Braybourne Cleaning  |  |
|                               | Elisabete Peres<br>(Area Manager)                          | Mobile: 07435 939641   |
|                               | Shaneem Moss<br>(Regional Manager)                         | Mobile: 07818 570813   |
| <b>Drains</b>                 | PGBM, Jamie  | Mobile: 07535693891  |
| <b>Windows</b>                | Eden Glaziers, Steve Damany                                | Office: 020 8663 3226<br>Mobile: 07860 168800                          |
| <b>Roofs</b>                  | Alpha FMS  | Office: 0777 3570774   |
| <b>Lifts</b>                  | Axis Mobility Ltd  | Office: 020 3903 9588  |
| <b>Plumber</b>                | PGBM   | Mobile: 07535 693891   |
| <b>Electrician</b>            | Alpha FMS  | Office: 0777 3570774<br>Mobile: 07534 135420                           |
| <b>Intruder Alarm</b>         | Alpha FMS  | Office: 0777 3570774<br>Mobile: 07534 135420                           |
| <b>Skip Hire</b>              | Toulouse Skips   | Office: 020 8305 9641  |
| <b>Fire Alarms</b>            | Alpha FMS  | Office: 0777 3570774<br>Mobile: 07534 135420                           |
| <b>Tree Surgery</b>           | JC Landscapes Ltd, Jim Cowie                               | Office: 01689 811833<br>Mobile: 07786 623745                           |
| <b>Waste Clearance</b>        | <b>Contracted</b> - Veolia<br>Account Manager - Gary O'Day | Office: 020 3567 3272<br>Mobile: 07909 455821                          |
|                               | <b>Adhoc</b> – Rubbish Clearance Limited<br>Peter Beer     | Office: 020 3488 5215<br>Mobile 07727 205140                           |
| <b>Locks Locks &amp; Keys</b> | Office: 020 8777 0091<br>Emergency call out: Grevel        | Mobile: 07956 262628   |
| <b>IT</b>                     | Trust IT Manager – Oliver Fish<br>Turn It On – Ben Hart    | Office: 0208 639 4700<br>Office: 020 3031 3102<br>Mobile: 07525 966570 |
| <b>Insurance</b>              | RPA – Urgent Incident Notifications<br>Quote URN 136644    | Office: 0330 058 5566  |

Overseas Travel Emergencies  
Cyber Incident Response Hotline  
Cyber Incident Response Email  
Reporting a new claim

Office: 0203 475 5031  
Office: 0800 368 6378  
[RPAresponse@CyberClan.com](mailto:RPAresponse@CyberClan.com)  
[RPA.CM@davies-group.com](mailto:RPA.CM@davies-group.com)

**Accent Catering**

Chef/Manager (Judith Temba)  
Mark Atkinson  
Morag Warn  
Noel Dawson

Mobile: 07960 879607  
Mobile: 07442 593446  
Mobile: 07909 525732  
Mobile: 07932 050161

**Health & Safety  
Consultant**

Citation H&S

Relationship Manager: 0161 667 4000

**Solicitors**

VWV (c/o CEO)

Office: 020 7405 1234

## APPENDIX 5: BOMB THREAT CHECKLIST

BOMB THREAT CHECKLIST

### Bomb threat checklist

This checklist is designed to help staff to deal with a telephoned bomb threat effectively and to record the necessary information.

#### Actions to be taken on receipt of a bomb threat:

- Switch on recorder/voicemail (if connected)
- Tell the caller which town/district you are answering from
- Record the exact wording of the threat:

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#### Ask the following questions:

- Where is the bomb right now?

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- When is it going to explode?

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- What does it look like?

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- What kind of bomb is it?

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- What will cause it to explode?

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- Did you place the bomb?

---

- Why?

---

- What is your name?

---

- What is your address?

---

- What is your telephone number?

---

#### Record time call completed:

- Where automatic number reveal equipment is available, record number shown:

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- Inform the Security Co-ordinator of name and telephone number of the person informed:

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- Contact the police on 999. Time informed:

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The following part should be completed once the caller has hung up and the Security Co-ordinator and the police have been informed.

- Time and date of call:

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- Length of call:

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- Number at which the call was received (i.e. your extension number):

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#### About the caller

- Sex of caller:

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- Age:

- Nationality:

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✓ Tick  
where  
appropriate

**Language**

- ☐ Well spoken  
☐ Irrational  
☐ Taped message  
☐ Offensive  
☐ Incoherent  
☐ Message read by threat-maker

**Caller's voice**

- ☐ Calm  
☐ Crying  
☐ Clearing throat  
☐ Angry  
☐ Nasal  
☐ Slurred  
☐ Excited  
☐ Stutter  
☐ Disguised  
☐ Slow  
☐ Lisp  
☐ Accent

Type of accent

- ☐ Rapid  
☐ Deep  
☐ Hoarse  
☐ Laughter  
☐ Familiar

If so, whose voice did it sound like?

**Background sounds**

- ☐ Street noises  
☐ House noises  
☐ Animal noises  
☐ Crockery  
☐ Motor  
☐ Clear  
☐ Voice  
☐ Static  
☐ PA system  
☐ Booth  
☐ Music  
☐ Factory machinery  
☐ Office machinery  
☐ Other (specify)

**Other remarks**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print name: \_\_\_\_\_