C S S C

Cross-sector Safety and Security Communications

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This guide has been prepared as a directory of useful information for businesses. Within are points you may wish to consider as part of you business continuity model. Further information can also be found at the London Risk Register.

Telephone Bomb Threat against a 3rd Party/other location	Do you have defined procedures in place in the event of these threats: ! Does your business know how to deal with a telephone bomb threat directed at a 3rd party / other location? ! Do your staff know what questions to ask? ! How would this impact on you being able to continue to do business?	! Ensure all staff receive basic training and awareness on the business procedures for dealing with this along with clearly defined roles & responsibilities ! Have a checklist that all staff can easily access	Information can be found in this document from NaCTSO. Guidance on bomb threats can also be found on the CPNI website; also see the security planning page.
Telephone Bomb Threat against your premises	In addition to the above: ! Do your staff know who to inform? ! Do you have a defined plan & procedures to search your premises? ! Do you have defined evacuation procedures? ! When was the last time your evacuation and search procedures were tested?	! Procedures to be included in staff training & awareness sessions ! Incorporate lessons learnt from your training sessions into the security plan	General guidance on the CPNI website about search planning.

Postal Threats e.g. powder, IED (improvised explosive device)	Do you have defined procedures for dealing with suspect packages: ! Do your mail handlers know how to deal with suspect packages and who to contact?	! Ensure all mail handlers receive basic training & awareness on the business procedures for dealing with this and their roles & responsibilities	More information on this topic can be found on the CPNI's website dealing with Physical security There is also further guidance on mail screening on the CPNI website
CT incident near your premises	Do you have a Business Continuity Plan (BCP) in place: ! Do you have a time of crisis communication strategy? ! Can you contact your staff in the event of an incident? ! Do you have procedures to invoke your plan? ! Do you have key personnel to make decisions? ! Do you have alternative locations to work from? ! Do you have an alternative rendezvous point if the main premises are inaccessible? ! Do you have suppliers that also need to consider their BCP and the impact on your business? ! When was your BCP last tested?	! Build & define your BCP ! Ensure all staff receive training & awareness of the business continuity plan and their specific roles & responsibilities ! Complete a free online VSAT (Vulnerability Self Assessment Tool)	For information on how to build a BCP can be found on the NaCTSO website. CPNI also has a section on BCP on its website.

Contingency Planning for Critical Threats	! Business may wish to consider what actions they may take if a critical threat level was declared as part of their contingency planning.	! Ensure all security and staff are aware of the threat level whilst providing reassurance. Report any suspicious behaviour to the Anti-Terrorist Hotline. ! Have appropriate security and response plans in place to deal with an increase in threat.	More information about the current threat can be found on the Security Service website. Anti-Terrorist Hotline: 0800 789 321
Persons acting suspiciously or conducting Hostile Reconnaissance	Are your staff aware of terrorist attack planning? ! What activities constitute attack planning? ! Who would that behaviour be reported to? ! What details should staff be recording?	! Talk to local businesses about hosting an event for local staff. ! Enrol your staff in a CT awareness programme. ! Speak with your local borough Police Counter Terrorism contact for details on the next event. ! Have procedures in place for disseminating security advice to all staff.	More information about Project Griffin can be found online. More information about Project Argus can be found online. CTSA contact details can be found on this government website

Security concerns about existing or future employees **OR** **Suspected document abuse**	What would you do if you have concerns about one of your employees, do your managers know how to recognise behavioural changes? ! Are your staff aware of the current insider threat from terrorism? ! Do you know who you are employing? ! Is your recruitment department document aware?	! Enrol your staff in a CT awareness or document awareness programme. ! Encourage a reporting culture in your organisation to identify staff concerns.	CTSA contact details can be found on this government website There is lots of guidance on personnel security on the CPNI website, including: ! Pre-employment screening and document verification ! Insider-threats On-going personnel security
Terrorist use of vehicles	Are your staff aware of how terrorists can use vehicles? ! Do you operate a liveried vehicle fleet? ! Do you transport hazardous chemicals or dangerous loads?	! Enrol your staff in a CT awareness or document awareness programme. ! Talk to your CTSA if you are considering additional measures to reduce your vulnerability to a vehicle-borne threat.	CTSA contact details can be found on this government website Guidance on physical security can be found on the CPNI website. CPNI also has a range of guidance documents on hostile vehicle mitigation.
Service Delivery Failure	Does your business rely on the telephone or internet, what would you do if one of your essential suppliers was unable to deliver: ! If your internet or telephone service was lost what impact would it have on your	! Talk to your IT/ or IT service provider to ensure you have adequate online protection ! Ensure your continuity	For information about online safety please see this link Get Safe Online. The National Cyber Security Centre (NCSC) produces comprehensive guidance on cyber security.

	business? ! If one of your essential suppliers was unable to fulfil their contract what effect would this have on your business ! Do your suppliers have a BCP? Have you seen this? Have you considered insurance to cover loss of access or service?	plan includes planning for loss of utilities (telecommunications, power, gas or water). ! Discuss with your suppliers what BCP they have in place for this scenario	For information on planning for business disruptions (including information on supply chain resilience) see the London Prepared site or for Scotland, visit the site Ready Scotland
Extreme Weather	Do you have defined procedures in place for the dealing with extremes in weather (e.g. snow and ice, heat wave, storms and gales): ! Do your premises have the facilities to cope with extremes in weather? ! Do you have a contingency plan should your building or infrastructure become damaged by weather? ! Would extreme weather (e.g. snow or ice) affect your staff's ability to get to work? Can you continue to meet the needs of your customers? Would you have issues with deliveries getting through?	! Have windows and doors have some type of shielding i.e. blinds ! Check that you are adequately insured for weather damage. ! Consider relocation of staff if damage occurs to an area. ! Consider access to First aiders and basic supplies. ! Ensure your BCP considers the impact severe weather could have on your business	For information about Extreme Weather please see the London Prepared website or Ready Scotland severe weather Advice is also available from NaCTSO on Business Continuity. The Met Office publishes guidance on extreme weather conditions and gives a daily weather update and publishes a current Heat-Health Watch level.
Flooding	! Are you aware if your premises are in a flood risk area (even if you are not at risk of flooding	! Consider preparing a flood kit. ! Check you are	For advice about flooding, see the above extreme weather links

	from rivers, you may still be at risk of surface water flooding)? ! Does your BCP include how you would deal with the impacts of a flood	adequately insured for flooding. ! Consider what flood protection products might best protect your building ! Store important documents above floor level and store backup computer files elsewhere	Check to see if you are prepared for flooding on this government website
Disease	! Does your BCP cover loss of staff due to disease or pandemic ! Does your business have the ability to allow staff to work from home in the event of a pandemic incident?	! Have your workforce practice good hygiene – Catch It, Bin It, Kill It ! To educate staff to keep the workplace clean. ! Consider seasonal flu jabs for employees	For advice on Swine Flu please see the NHS website. Advice is also available from this government website
Fire	! When was the last time your fire, emergency plan was tested? ! Are staff clear on their roles during a fire? ! Have you tested your BCP fire procedures?	! Have you considered completing a fire risk assessment?	For information on protecting your business from fire, see this government website Advice is also available from NaCTSO on fire risk assessments. For advice on Emergency plans and fire risk assessment please see the London Fire Brigade website or the Scottish Fire and Rescue Service website.

| Major Incident | ! Do you have a contingency to deal with a major accident nearby or at your premises?
! Have you considered what advice you would give to staff?
! Do you have procedures in place to contact staff away from the office | ! Use the free Business preparedness tools and downloads.
! Know which websites will be able to provide you with the information you need, depending on the type of incident.
! Know when you should evacuate or invacuate.
! Have you considered insurance that covers loss of essential supplies to your workplace? | The following websites may also be useful:
! www.met.police.uk : Met Police
! www.BTP.police.uk : British Transport Police
! www.cityofLondon.police.uk : CoLP
! www.scotland.police.uk/ : Police Scotland
! www.tfl.gov.uk : TFL
! www.transportscotland.gov.uk/ : Transport Scotland
! www.healthscotland.com/ : NHS Health Scotland
! www.gov.uk/government/organisations/public-health-england: Public Health England
! www.londonambulance.nhs.uk : London Ambulance Service.
! www.scottishambulance.com/ : Scottish Ambulance Service
! www.london-fire.gov.uk : London Fire Brigade
! www.firescotland.gov.uk/ : Scottish Fire and Rescue Service
! www.homeoffice.gov.uk : Home office
! www.environment-agency.gov.uk : Environment Agency
! www.sepa.org.uk/ : Scottish Environment Protection Agency
! www.defra.gov.uk : DEFRA |

Public Order	! If a protest were to take place outside your premises what action would you take. ! Do staff have an awareness of tactics used by protest groups to mark buildings?	! Consider alternate exit plans from your building ! When you are aware of upcoming action conduct regular building checks for markings	Follow your local Police Service online via their websites or twitter feeds to get up to the minute information
Transport Accidents and Industrial Accidents	! Do you have emergency contact details for your staff in the event of a transport incident? ! Have you considered evacuation and shelter in your BCP?	! Have procedures in place for both evacuation of your building and sheltering in situ.	Click here for information on the Health and Safety Exeutive