

**Recovery Management Generic Instructions – After the first hour after the incident (if move to alternative site is taking place):**

Please check and tick the following, once it is safe to do so:

- Check business recovery objectives.
- Contact alternative site/ site supplier.
- Check and make arrangements for work area requirements, technology requirements.
- Check and make arrangements for resource requirements: office equipment, hardware and software, furniture, machinery.
- Vital records inventory: make sure you have all your contacts, important documents and battlebox items.
- Is the phone system working remotely from the old site?
- Is the phone system working on the new site?
- Test other utilities at the new site to see if they are working.
- Switch off dangerous utilities at the old site if applicable to the situation. (If not possible, contact utility supplier).
- Carry out inventory (if possible).
- Contact insurance company.
- Contact Vendors (if needed).
- Check that everyone on the telephone tree has been contacted.
- Set up a personnel advice line (If organisation large enough).
- Start/ continue your PR process: check which customers/ suppliers you had appointments with today and tomorrow and contact them to inform them of your situation: reassure them that everything is under control, that your business continuity plan has been put into action, that there will be such and such a delay, but that everything will be fully operational within such and such a date.
- Continue talking to your staff: reassure your employees that your business continuity plan has been put into action, that some of them need to proceed as previously agreed and that all will be well.

**Recovery Management Generic Instructions – After the first hour after the incident (if you are staying in your premises):**

- Check business recovery objectives.
- Vital records inventory: make sure you have all your contacts, important documents and battlebox items.
- Is the phone system working?
- Test other utilities to see if they are working – if you suspect damage, contact your respective utilities companies. Turn off gas immediately if you suspect leakage.
- Are IT systems working? (If relevant)
- Carry out inventory (if relevant)
- Contact insurance company (if relevant)
- Contact Vendors (if relevant)
- Check that everyone on the telephone tree has been contacted and is aware of what is happening.
- Set up a personnel advice line (if organisation large enough)
- Start/ continue your PR process: check which customers/ suppliers you had appointments with today and tomorrow and contact them to inform them of your situation: reassure them that everything is under control, that your business continuity plan has been put into action, that there will be such and such a delay, but that everything will be fully operational within such and such a date.
- Continue talking to your staff: reassure your employees that your business continuity plan has been put into action, that some of them need to proceed as previously agreed and that all will be well.