### ***EXAMPLE***

### **Emergency and Crisis Management Policy**

**Purpose**  
At [Company Name], we are committed to ensuring the safety and wellbeing of our employees, contractors, and visitors during emergencies and crises. This policy outlines the procedures and response framework for handling various emergency scenarios, including fire, flood, pandemics, building damage, and IT/networking issues. The goal is to minimise risks, protect lives, and ensure business continuity in line with UK laws, including the **Health and Safety at Work Act 1974**, the **Fire Safety Order 2005**, and government regulations for public health crises.

**Scope**  
This policy applies to all employees, contractors, and visitors at [Company Name]. It covers emergency preparedness, response actions, employee responsibilities, and business contingency plans for specific scenarios such as pandemics, fire, flooding, and more.

### **1. General Emergency Preparedness**

* **Emergency Response Team**: [Company Name] has designated an **Emergency Response Team (ERT)** responsible for coordinating emergency procedures and ensuring compliance with safety regulations. The team includes representatives from management, HR, facilities, and IT.
* **Employee Training**: All employees will receive training on the company’s emergency procedures, including fire safety, evacuation routes, first aid, and responding to other emergencies. Refresher training will be conducted annually, with mandatory participation in emergency drills.
* **Risk Assessments**: Regular risk assessments will be conducted for fire, flood, and other potential hazards, in compliance with the **Management of Health and Safety at Work Regulations 1999**.

### **2. Emergency Scenarios and Response Plans**

#### **2.1 Fire Safety**

* **Fire Drills and Evacuations**: In compliance with the **Regulatory Reform (Fire Safety) Order 2005**, fire drills will be conducted at least twice a year. Employees must familiarise themselves with fire exits, alarm points, and the evacuation procedure.
* **Evacuation Coordinators**: The ERT will include evacuation coordinators who ensure that all employees evacuate the premises safely. Employees should follow their instructions during drills or actual fire emergencies.
* **Fire Prevention Measures**: Fire alarms and extinguishers will be installed throughout the building and regularly tested. Employees are responsible for maintaining clear access to fire exits and reporting any fire hazards.

#### **2.2 Flood or Building Damage**

* **Flood Response**: In the event of flooding, employees will be evacuated if necessary, and all essential services will be shut down to prevent further damage. The ERT will coordinate with external authorities, such as emergency services and insurers, to manage the situation and restore operations as quickly as possible.
* **Temporary Relocation**: If flooding or other building damage renders the premises unsafe, employees may be temporarily relocated to alternative facilities, or arrangements will be made for remote working until the building is safe for return.

#### **2.3 Building Damage (Structural or Mechanical)**

**Building Safety Inspections**: Regular inspections will be conducted to ensure the integrity of the building. In the event of significant structural damage (e.g. due to fire, accident, or external factors), immediate evacuation and assessment will take place. Employees will not be allowed to return until the building is certified safe by appropriate authorities.

### **3. Pandemic Contingency Plan**

#### **3.1 Social Distancing and Health Safety Measures**

* **Social Distancing**: In the event of a public health crisis, such as a pandemic, [Company Name] will implement government-recommended **social distancing measures**. This may include staggered work hours, reduced office capacity, and physical distancing within the workspace.
* **Personal Protective Equipment (PPE)**: Employees may be required to wear PPE, such as face masks or gloves, depending on the nature of the health crisis. [Company Name] will ensure the provision of necessary PPE to maintain a safe working environment.
* **Sanitation and Hygiene**: Hand sanitiser stations will be set up throughout the workplace, and regular cleaning of high-touch surfaces (e.g. door handles, workstations) will be carried out, following the guidelines of the **Health and Safety Executive (HSE)** and **Public Health England**.

#### **3.2 Remote Working and Temporary Business Closure**

* **Remote Working**: If required by government guidelines or health concerns, employees will be encouraged to work from home.
* **IT and network support** will be provided to ensure employees can access the necessary tools and software remotely. Managers will regularly check in with their teams to ensure productivity and wellbeing are maintained.
* **Temporary Closure**: If a significant portion of the workforce is affected by illness, or government mandates require it, the business may undergo temporary closure. During this time, employees who cannot work from home will be placed on **furlough**, in line with government schemes such as the **Coronavirus Job Retention Scheme (CJRS)** if applicable.

#### **3.3 Furlough Pay (if applicable)**

* **Furlough Pay**: In the event of temporary closure or a significant reduction in available work, eligible employees may be furloughed. [Company Name] will follow government guidelines regarding **furlough pay**, ensuring employees receive a portion of their wages as set by the relevant furlough scheme. Furlough will be administered in line with the **Employment Rights Act 1996** and the specific government furlough scheme in place at the time.

### **4. IT and Networking Issues**

* **IT Disaster Recovery Plan**: [Company Name] has an **IT Disaster Recovery Plan** in place to address any significant network or IT system failures. In the event of an IT disruption, critical systems will be prioritised for recovery, and alternative communication channels will be used to maintain business operations.
* **Network Outage Response**: In case of a prolonged network outage, employees will be advised on alternative work methods (such as offline tasks or temporary relocation to a facility with stable internet). The IT department will coordinate with external service providers to resolve issues promptly.
* **Data Protection and Cybersecurity**: Employees must adhere to the company’s data protection and cybersecurity policies during any IT/network crisis. The **General Data Protection Regulation (GDPR)** guidelines will be followed to ensure that no sensitive data is compromised during emergencies.

### **5. Employee Responsibilities**

* **Compliance with Procedures**: Employees are responsible for familiarising themselves with the company’s emergency protocols, participating in drills, and complying with all safety procedures during an emergency.
* **Reporting Hazards**: Employees must report any potential hazards or unsafe conditions (e.g. faulty wiring, blocked fire exits, flood risks) to their line manager or the ERT immediately.
* **Assisting Vulnerable Colleagues**: Employees should assist colleagues with disabilities or specific needs during emergency evacuations or crisis situations.

### **6. Post-Emergency Review and Business Continuity**

* **Review of Response**: After an emergency or crisis, the Emergency Response Team (ERT) will conduct a thorough review of the response and identify areas for improvement. All incidents will be documented, and lessons learned will be incorporated into future emergency planning.
* **Business Continuity Planning**: As part of ongoing business continuity efforts, [Company Name] will regularly update its contingency plans for various crisis scenarios, including pandemics, fires, floods, and IT failures. These plans aim to ensure the company can resume normal operations as quickly and safely as possible.

### **7. Communication During an Emergency**

* **Emergency Contacts**: The company will maintain up-to-date contact details for all employees. During an emergency, employees will be notified via phone, email, or text message with instructions on how to proceed.
* **Internal and External Communications**: The Emergency Response Team (ERT) will handle all internal communications to employees and external communications to stakeholders, ensuring consistency and clarity throughout the emergency response.

### **8. Review and Continuous Improvement**

This policy will be reviewed annually, or sooner, if necessary, to ensure it aligns with current best practices and legal requirements, including any changes to UK health and safety laws.