

Compass Crisis Line

Call the Compass Crisis Line (our free phone 24/7 number) to alert the Incident Management Team to any of the following incidents which may affect our operations at Parklands.

- Extreme weather e.g. snow/high winds
- Evacuation
- Power failure
- Fire
- Gas Leak
- Flood
- Structural Damage
- Failure of key building systems
- Serious injury
- Security Incident



0800 0114630

Compass Crisis Line

Crisis Communication System

The AlertMedia Crisis Communication System allows the Incident Management Team to quickly and easily communicate with all Chertsey based staff using multiple channels before, during and after an incident. During these notifications, you may receive a combination of email, telephone and SMS text on both your work and personal devices. The system is secure and your personal information is private and will not be shared.

What can you expect when the Crisis Communication System is activated?

You will receive messages to the phone numbers and e-mail accounts that are registered with Compass SAP. The message will provide you with details of the Incident. The crisis notification will be sent to each of your phones/e-mails **until you confirm receipt**.

All messages will be titled: **Compass Group Critical Communication**

Responding to a message

Email: This will show as coming from Compass UK & Ireland, with the heading Important Message from Compass UK & Ireland. Click the link in the body of the email to acknowledge receipt.

Voice and SMS: These will come from either:
07723464355) It is advised that you add these
07723487526) numbers to your contacts list.
Reply as direct to confirm receipt.

It is essential that we have your correct contact information, including your work and personal mobile phone numbers as well as your work and personal email address. (If in doubt speak to your line Manager who will be able to check this data on the HR portal and amend, if necessary, by clicking on the 'Manage employees' tab)

www.everbridge.com



Parklands Business Continuity Plan



Colleague Guide

Business Continuity Plan



The Business Continuity Plan is designed to respond to any significant incident that interrupts our business operations at Chertsey.

Incident Management Team (IMT)

The Incident Management Team is made up of senior staff based at Parklands and the central Compass Crisis Management Team.

IMT enquires

Nick Bracken

Telephone: 07920 418755

Toni Hollis:

Telephone: 07736 089476

HSE Admin Team

Nicola Clason:

Telephone: 077539 75544

HSE@compass-group.co.uk

What can you do?

- Keep your key personal belongings with you. (Money, cards, house and car keys) This will help you get home if you are evacuated.
- Take your laptop home at night, so you can work remotely if required.
- If you receive external calls to a landline, install an Avaya Soft Phone on your laptop. This will allow you to make and receive voice over internet (VoIP) calls via your laptop.
- Ensure your contact details are up to-date. (See Crisis Communication Section)
- Test the logistics and connectivity of working remotely.



Practice working remotely

During an incident

- Follow the normal fire evacuation system.
- Follow the Compass Group Critical Communication updates from The Incident Management Team.
- In the event of an evacuation during office hours **take your laptop with you**, providing it does not impede or delay your exit. Do not retrieve your laptop from another part of the building if you do not have it with you when the evacuation alarm activates.
- Report any Staff Welfare Issues to your line manager.
- Direct any Press or Media enquiries to the Compass Communications team on **01895 554999**
- The majority of staff will be **working remotely** if the office is closed for any length of time.
- Update your manager on your location and your ability to work remotely.

Follow IMT updates