

Communicating in a Crisis

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A question for you

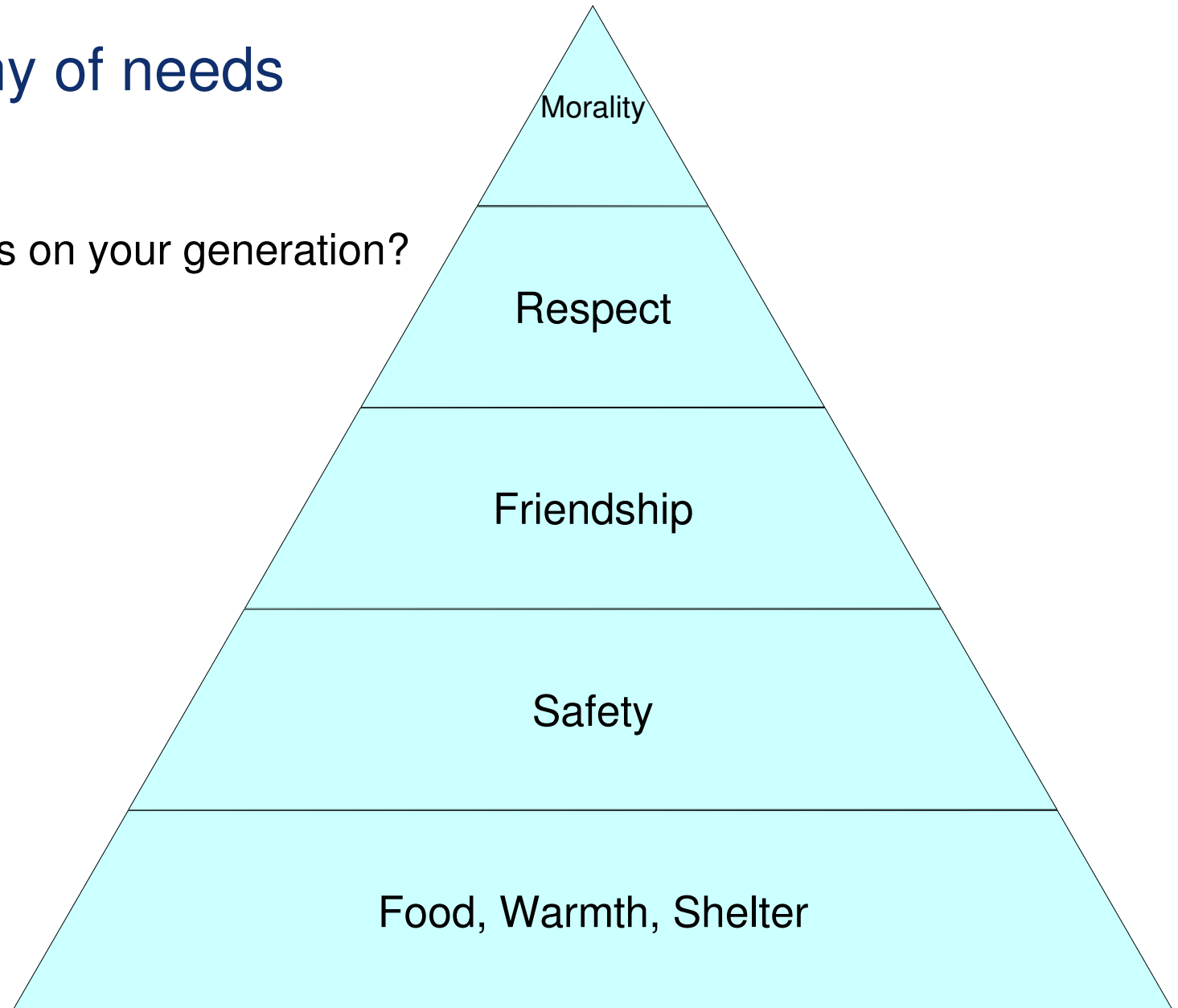
How much technology are you carrying now

- Mobile (basic)
- Pager
- Torch
- Blackberry / PDA / Smart Phone
- Laptop
- Car fob

How critical is it to you?

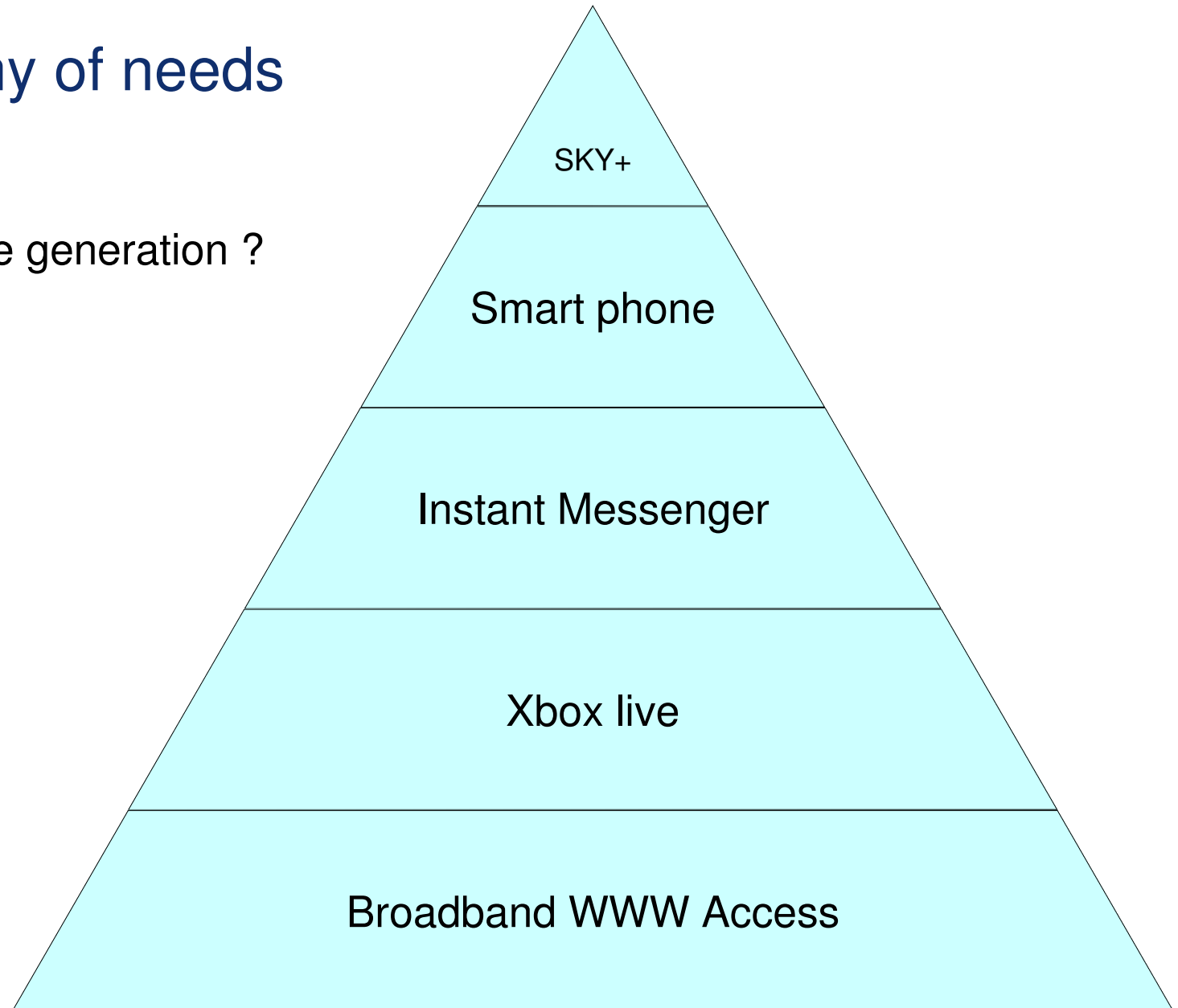
Hierarchy of needs

- Depends on your generation?



Hierarchy of needs

- Teenage generation ?



London Utilities Sector Panel

- Water
 - Gas
 - Electricity
 - Telecoms
 - Government Office for London
-
- CNI ...parts of the UK infrastructure for which continuity is so important to national life that loss, significant interruption, or degradation of service would have life-threatening serious economic or other grave social consequences for the community..... or would otherwise be of immediate concern to the Government.

Consequence for Utilities

- Cause
 - Environmental
 - Deliberate
 - Accidental

- Consequence for Utilities
 - as a casualty
 - as a responder
 - *or both*

A Telecoms perspective



Civil Contingencies Act 2004

CHAPTER 36

Explanatory Notes have been prepared to assist in the
understanding of this Act and are available separately



Communications Act 2003



Disaster Recovery



RED Team are UK wide

Disaster Recovery Team on-call 24/7

Incident Management Teams work 24/7



Incident Manager



Incident Site



BT's National Emergency Linkline

Network Management

0845 7555 999

Incident Management Centres in UK

Forward Control Point Managers on call



Forward Control

But 7/7 Changed the Incident Landscape





Command & Support Units





Exercises







MIDNIGHT SUN



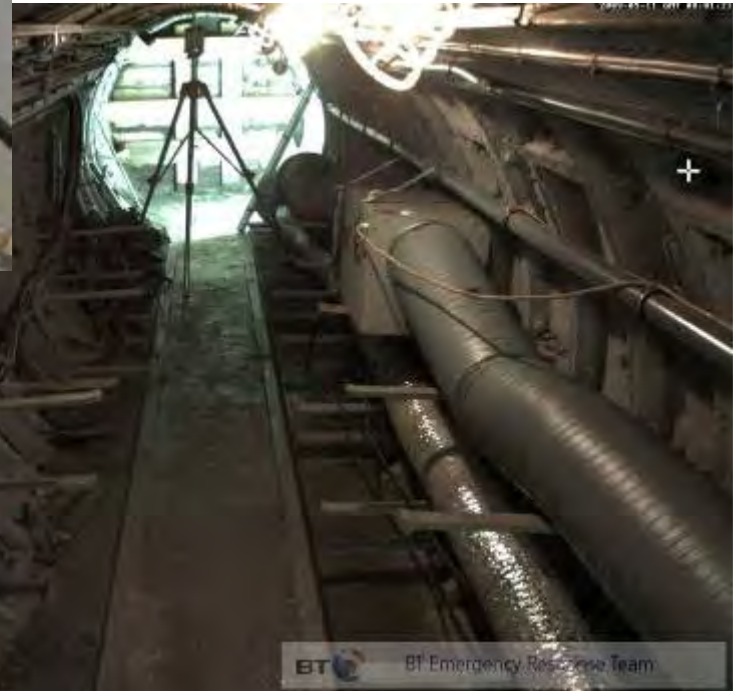
ARMY
BE THE BEST
REGULAR & TERRITORIAL



Royal Signals together with **BT**



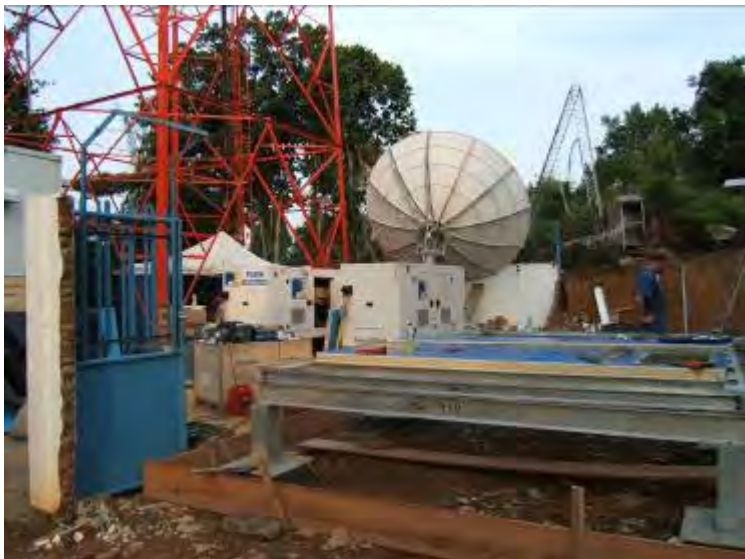
Cable Restoration



Floods



BT ERT International Disaster Relief



Thank You

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