

Summer 2017



Devon Community Resilience Forum

Helping You To Help Yourselves

**BUSINESS
IN THE
COMMUNITY**

Are you Cyber ready?



**THE PRINCE'S
RESPONSIBLE
BUSINESS NETWORK**

Following the recent cyber attack on the NHS the value cyber resilience plans. The Business Emergency Resilience Group (BERG) are promoting cyber and business resilience planning.

BERGs 'Are you Cyber ready?' resource is a three-step plan designed to help small to medium business owners take the necessary steps to avoid falling victim to cyber-attack www.bit.ly/3-SIMPLE-STEPS

BERG's 10 minute plan is designed to help small to medium-sized businesses prepare for, respond to and recover from emergencies, such as flooding, cyber crime and civil unrest. www.bit.ly/10-MINUTE-PLAN

BUSINESS IN THE COMMUNITY THE PRINCE'S RESPONSIBLE BUSINESS NETWORK

Business Emergency Resilience Group

Are you Cyber ready?

3 simple steps

- 1. Know the basics**
 - Cyber attacks**
 - Hacks your computer to steal data or damage computer software
 - Online Fraud**
 - Steals your identity to make fraudulent purchases
 - Phishing, Spear Phishing, Whaling**
 - Tricks your clients online and installs malicious software (malware)
 - Trojans and viruses**
 - Installs malware onto your computer remotely via email or websites
 - Spyware**
 - Reveals info on your computer to steal your passwords
 - 2. Protect your business**
 - Install a firewall and anti-virus and online security software
 - Be aware of computer scams, unsolicited emails, fraudulent links and email attachments
 - Keep passwords safe, secure and regularly changed
 - Use a mix of letters, numbers and special characters
 - Only visit secure websites
 - Donated by the prefix 'https' and locked padlock or unbroken key symbol
 - Obtain appropriate level of cyber insurance cover
 - Run regular backups and computer restore exercises
 - 3. Know how to recover**
 - Determine if the cyber threat is legitimate and the extent of cyber attack
 - Use professional IT support and know who to contact for immediate help
 - Contain the cyber attack
 - Repair your computer system quickly to avoid further attacks
 - Communicate to your staff and customers
 - Safeguard your reputation

Find out more: www.bitc.org.uk/berg

www.getsafeonline.org
www.cyberstrust.co.uk
www.actionfraud.police.uk
www.actionfraud.police.uk
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Mike Dill, Chair, BERG

#BERGResilience
Business Emergency Resilience Group

BUSINESS IN THE COMMUNITY THE PRINCE'S RESPONSIBLE BUSINESS NETWORK

Business Emergency Resilience Group

10 Minute Plan

Take 10 minutes to help prepare your business

BERG's 10 minute plan is designed to help small to medium-sized businesses prepare for, respond to and recover from emergencies, such as flooding, cybercrime and civil unrest.

- 1. Emergencies**

Consider the following impacts on your business	High	Med	Low
Access to site and premises prevented			
Disruption from external events such as flooding or fire			
Critical equipment fails or a major supplier goes out of business			
Loss of electricity, water or gas			
Disruption to key transport networks			
Key staff are absent at the same time			
Bugged or vandalised office			
IT and telecommunications outages			
- 2. Plan ahead**

What could you do to protect your business?	Yes	No
Check fire alerts - sign up for www.fire.gov.uk and www.flood.gov.uk		
Check fire alerts - sign up for www.fire.gov.uk and www.flood.gov.uk		
Download the www.fire.gov.uk and www.flood.gov.uk		
Check your flood risk - coastal, river, rainfall/hurricane		
Consider flood protection - raise electrical assets, items and implement flood measures		
Consider insurance levels - excess and coverage terms and conditions, watch for small print and under insurance		
Understand site - evacuation routes, food plans, chemical plans		
Consider back-up utilities - energy, water and communications		
Create checklist for new starters and leavers - new passwords, access codes and keys		
Follow data protection guidance		
Back-up computers and key documents - keep copies safe / offsite		
Understand weekly security checks - IT / Fire Alarm / Safety System / Burglar Alarm		
Ensure staff understand colleagues' job roles to cover for absences		
Consider Health & Safety Staff training including First Aid		
Create contact list of current and alternative suppliers		
Document key processes / procedures		
Share resilience plans and clearly mark to support neighbouring businesses		
- 3. Communicate**

How should you communicate?	Yes	No
Declare Business Emergency Contacts - external		
Detail important information and contacts, including staff, emergency, customers and suppliers		
Communicate to staff		
Regularly review and update contacts (every 3 to 6 months)		
Keep contacts in a safe place / offsite		
Regularly test and check key elements of the plan (every 3 months to 6 months)		
Create an emergency 'grab bag' - key documents, plans and contact details		

Smishing Fraud

ActionFraud
National Fraud & Cyber Crime Reporting Centre
0300 123 2040

Action Fraud is not an emergency service
dial 999 if you are in immediate danger.

Smishing – the term used for SMS phishing – is an activity which enables criminals to steal victims' money or identity, or both, as a result of a response to a text message. Smishing uses your mobile phone (either a smartphone or traditional non-internet connected handset) to manipulate innocent people into taking various actions which can lead to being defrauded.

The National Fraud Intelligence Bureau has received information that fraudsters are targeting victims via text message, purporting to be from their credit card provider, stating a transaction has been approved on their credit card.

The text message further states to confirm if the transaction is genuine by replying 'Y' for Yes or 'N' for No.

Through this method the fraudster would receive confirmation of the victim's active telephone number and would be able to engage further by asking for the victim's credit card details, CVV number (the three digits on the back of your bank card) and/or other personal information.

Protect yourself:

- Always check the validity of the text message by contacting your credit card provider through the number provided

at the back of the card or on the credit card/bank statement.

- Beware of cold calls purporting to be from banks and/or credit card providers.

- If the phone call from the bank seems suspicious, hang up the phone and wait for 10 minutes before calling the bank back. Again, refer to the number at the back of the card or on the bank statement in order to contact your bank.

- If you have been a victim of fraud or cyber crime, please report it to Action Fraud at www.actionfraud.police.uk/ or alternatively by calling 0300 123 2040

Devon Community Resilience Forum

The DCRF event held on 7 June at Whitstone Parish Hall was well attended with 35 attendees representing 20 communities. This was planned to be a smaller scale half-day event due to the general election the following day.



The session started off with three

excellent case studies from communities; Graham Barnell and colleagues from Newton St Cyres outlined their community's approach to resilience. Colin Pady from Colyton described their new drainage installation designed and installed in partnership with DCC, and assisted by a Resilience grant. Dave Hubbard and colleagues from St Thomas, Exeter outlined their very successful exercise testing their plan, working alongside other agencies.

The morning was concluded with a presentation from the EA on the use of PPE and Health & Safety considerations for communities. A networking lunch followed allowing delegates to discuss how their plans are progressing and how to overcome issues they may be experiencing.

The next event is planned for November, this will be a full scale event and is planned to use a site with plenty of



parking and real estate for stands and demonstrations from agencies.

Be Wildfire alert



As we move into summer, many people will be encouraged to be outside, whether this is a causal stroll in the countryside or hiking across the moors.

Preventing wildfires is a matter of being vigilant and following a few simple steps. Whenever you are out and about, act responsibly:

- Make sure that cigarettes and matches are extinguished before disposing of them appropriately.
- Ensure disposable barbecues are used safely and only where allowed, checking that they are properly extinguished and disposed of once finished with.
- Follow all warning signs about fire risk – they are there for the safety of you and others.

- Dispose of all litter, including glass bottles, appropriately.
- Never light fires on moorland – not even gas stoves or barbecues.
- Be particularly vigilant in the uplands during any periods of warm, dry weather, and even more so when this coincides with strong winds.

Report any smoke or fire - call 999 immediately

If you see smoke or fire, it is important that you get yourself out of any danger and report it immediately. Delays in reporting wildfires mean that the damage caused is greater.

What happens if you call 999?

Upon calling 999, you will be asked a series of questions relating to the incident.

You need to provide both your location and the location of the smoke or fire. If you do not know exactly where you are, give the operator details

about the nearest village, or the point where you started from or are heading to, and any significant landmarks.

Controlled (or prescribed) burning is the planned use of fire within a defined area. If your call is placed during the burning season, Fire Control will check against a list of known controlled burning for the day. If the location is not included on the list, the Fire and Rescue Service will respond.

Do not be afraid to make that call – the Fire and Rescue Service would rather attend to a well intended false alarm than have an unreported incident turn into a major wildfire. The sooner they can respond to an event, the quicker and easier it will be for them to assess the situation and put the fire out, if needed.

The Dartmoor National Park website offers lots of useful information including advice for walkers, cyclists and riders. A useful aide memoire card can be downloaded and printed to carry with you:

www.bit.ly/moorland-fires





Check your boat for smooth sailing this summer



Devon & Somerset Fire & Rescue Service are encouraging all boat owners to take care when out on the waves and waterways this summer. www.bit.ly/safe-sailing

With the boating season under way, the fire service is keen that owners ensure they make vital safety checks and learn more about fire and carbon monoxide risks, to stay safe this summer when on the water. For more information follow this link www.bit.ly/boating-season

When a fire occurs on a boat its impact can be devastating, often leading to the vessel being destroyed. Follow simple top tips to keep your boat and those on board safe, or download the handy booklet and keep it on your boat to remind yourself of key tips. www.bit.ly/boat-booklet

Marc House, Community Safety Prevention Manager said: "The remote location of most moorings means that fire and rescue services can find it hard to get close to boating incidents. On many occasions this delay can result in the total destruction of the boat and surrounding property."

Fire can spread quickly on a boat even on water. The following advice and guidance will ensure you stay safe.

Smoke alarms

- Optical sensor alarms with hush buttons and 'sealed for life' batteries are best for boats.
- Fit alarms in places you will hear them clearly if they sound.
- Consider installing linked alarms that will go off at the same time.
- Test the alarm each time you board and never disconnect it or remove the batteries.

Carbon monoxide (CO) & gas detectors

- Fit a CO detector that is suitable for marine use and meets the British Safety Standards.
- Fit a bubble type leak detector in the gas locker.
- Push the detector button on a regular basis to check for leaks in the gas system.

Cooking on board

- Never leave cooking unattended and

turn cooking appliances off properly after use.

- Be extra careful if you are cooking with oil as it can easily set alight.
- Keep the cooking area clean - a build-up of grease can start a fire.
- Use a spark device to light a stove without its own ignition.
- Avoid cooking if you are under the influence of alcohol or prescription drugs.
- Standard BBQs shouldn't be used on boats.
- Ensure you keep the cabin well ventilated
- Keep fabrics away from cooker tops.
- Ensure all hobs have shut-off or isolation valves.

For further information about general boat fire and CO safety, visit the Devon & Somerset Fire & Rescue Service web page - Take Boat Safety on Board

www.boatsafetyscheme.org/stay-safe



Around 190 people accidentally die at the British and Irish coasts each year, with around half never intending to go into the water in the first place.

The RNLI is the charity that saves lives at sea. Respect the Water is a vital part of the RNLI's work to halve coastal drownings by 2024.

Everyone can play a role in helping the RNLI prevent drowning.

Look out for Respect the Water adverts in cinemas, on billboards and online and listen out for it on radio stations across the UK and Republic of Ireland this summer.

Fight your instinct, not the water

Everyone who falls unexpectedly into cold water wants to follow the same

instinct, to swim hard and to fight the cold water. But when people fight it, chances are, they lose. Watch the film, www.respectthewater.com/how-to-float/ share it with your mates, and use the hashtag #RespectTheWater on social media.

If you find yourself unexpectedly in the water, do as little as possible, and float.

If you see someone in trouble in the water - Stay safe.

All too often, people's first instinct is to go into the water. As a result, too many

people drown trying to save others or their pets.

If you see someone in danger of drowning at the coast, dial 999 or 112 and ask for the coastguard straight away. Look for something that floats or that they can hold on to and throw it out to them.

Remember there are two simple pieces of advice that can help save lives this summer - float to live and call 999.

The more people are aware of this advice, the more chance everyone has of staying alive.

Pass this on.



Stay Safe



Would you know what to do if the unthinkable happened and you found yourself caught up in a Paris-style terror attack?

Many of us like to think we would know what to do but in the heat of the moment, quick decisions could mean the difference between life or death.

Recent events in the UK and around the world remind us all of the terrorist threat we face, which in the UK is considered as 'SEVERE', meaning an attack is highly likely. Police and security agencies are working tirelessly to protect the public but it is also important that communities remain vigilant and aware of how to protect themselves if the need arises.

Devon and Cornwall Police are among forces promoting a video campaign, that offers guidance on what actions to take in the event of a terror attack as Britain remains on severe terrorism alert.

The video (www.bit.ly/stay-safe-RHT) is called Run, Hide, Tell and advises on the best way to survive such an atrocity.

There is also a shorter animated 20 second version of the film: www.bit.ly/animated-RHT.

RUN



Run to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE



It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

TELL



Tell the police by calling 999.

Further information and support

For assistance with community Emergency Planning your first point of contact is your City, District or Borough Emergency Planning Officer.

You will find them listed below for reference and remember they are all there to help you!

Don't forget, the Devon Communities Together website has lots of useful information for both individuals and communities:

- www.devoncommunities.org.uk
- [What we do](#)
- [Devon Community Resilience Forum](#)

Useful information:

CLEAR Plan	www.dcisprepared.org.uk/a-clear-plan
Floodline	0345 988 1188
Environment Agency	www.gov.uk/flood
Consumer Council for Water	www.ccwater.org.uk
National Flood Forum	www.floodforum.org.uk
Blue Pages Directory	www.bluepages.org.uk
Association of British Insurers	www.abi.org.uk or 020 7600 3333
British Insurance Brokers Association	www.biba.org.uk or 0870 950 1790
Royal Institute of Chartered Surveyors	www.rics.org/flooding
Know Your Flood Risk campaign	www.knowyourfloodrisk.co.uk

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