

Appendix 3 – Aldersgate plan

Site:	LU Structural Maintenance Services Contract
Address	120 Aldersgate Street London EC1A 4JQ
Tel No	020 7549 9000
Fax No:	020 7549 9099
Emergency	Fire, Police, and Ambulance 999
HSE	AW House 6-8 Stuart street Luton LU1 2SJ Tel - 01582 444200
Environment Agency	North East Area Office Apollo Court 2 Bishop Square Business Park St. Albans Road West Hatfield Herts. AL10 9EX Tel - 08708 506506 Tel - 0800 807060 (24 hour emergency hotline)
Local Authority	City of London The Guildhall London EC2P 2EJ Tel - 020 7606 3030
Flu Pandemic	Department of Health Tel - 020 7210 4850 http://www.dh.gov.uk/pandemicflu
Description of site activity:	Infrastructure Services Satellite
No of monthly employees:	5
No of weekly employees	nil
Spare capacity for office personnel:	5
No of employees work from home option:	Minimal
Parking capacity on site:	Nil
Material storage on site:	Nil
High risk activity:	Nil
Recovery Leader	Mark Driscoll – 07711 595588
Deputy	Jamie Green – 07837 619006
SHEQ	Steve Golding - 07968 602150
Re-locate to:	Maple Cross

Appendix 4 - Snaresbrook plan

Site:	Snaresbrook
Address:	Station Approach Car Park Snaresbrook London E11 1QD
Tel No	020 8989 1547
Fax No:	020 8989 2391
Emergency	Fire, Police, and Ambulance 999
HSE	2 Southwark Bridge London SE1 9HS Tel - 0845 345 0055
Environment Agency	Kent & East Sussex Office, Orchard House, Endeavour Park, London Road, Addington, West Malling, Kent. ME19 5SH Tel - 08708 506506 0800 807060 (24 hour emergency hotline)
Local Authority	Redbridge Council Town Hall 128-142 High Road Ilford IG1 1DD Tel - 020 8554 5000
Flu Pandemic	Department of Health Tel - 020 7210 4850 http://www.dh.gov.uk/pandemicflu
Description of site activity:	Framework Satellite Office
No of monthly employees:	14
No of weekly employees	
Spare capacity for office personnel:	2
No of employees work from home option:	Minimal
Fax No:	Nil
Parking capacity on site:	4
Material storage on site:	Nil
High risk activity:	Adjacent to Underground Station
Recovery Leader	Ian Collins – 07968 403702
Deputy	Arben Ciku – 07974 913731
SHEQ	Steve Golding - 07968 602150
Re-locate to:	Aldersgate / Maple Cross

Appendix 5 – Crisis Communications

A crisis is an incident that may potentially threaten the company's goodwill or brand, interfere with regular operations, cause major financial harm or lead to massive negative publicity. Any incident involving a member of the public falls under the crisis communication category and all should be reported to both the BU Head of Communications and the Corporate EHS Manager. There is a strict procedure within the BU for handling communications in the event of a crisis or incident and it is vital that the BU Communications Department is informed immediately should an incident occur that could result in publicity and cause a marked deterioration in the public image, value or operating efficiency of the company. The Communications Department will in turn liaise with the BU President and, where appropriate, Skanska AB's Corporate Communications Department. In the event of a crisis the media will often go directly to the site/OU involved and will try to get any employee to comment and give information. The following rules apply: • Refer the call or visitor at once to the BU's Communications Department at Maple Cross (telephone number 01923 423 905); be as helpful as possible but explain that you are not in a position to comment, as you are not an authorised spokesperson. If out of office hours please contact your director or security at Maple Cross House (telephone number 01923 776 666) who will have the home and mobile numbers of the Head of Communications; • If a spokesperson is not available or cannot be reached immediately, make a written record of all calls received with the name, time, call back number and indication of subject so we can make contact later. Never elaborate on authorised external audience statements; do not speculate on cause or effect; • Avoid open discussion in public places on a crisis which affects the company • Never speculate. Apart from the legal implications of liability, opinions and speculation can, for example, lead to unwarranted distress to employees or their families, as well as to others affected by the crisis, and can only serve to cause confusion. All responses will be cleared by the BU's Communications Department with senior management and appropriate departments such as HR and Legal; and • Try to ensure that any employees within the OU who are directly affected by the crisis are provided with approved information, prior to hearing or reading comment in the media. A crisis, or an impending crisis, will become known from within the company or through the media. The media are able to gain access to information very quickly, often faster than internal sources. The objective of the press is to gain information of a higher quality and at a faster rate than their competitors. They will utilise any contacts they have within the BU and its OUs to obtain information. The way the BU and its OUs respond, especially in the early stages of a crisis, is vitally important. Total control of information is required in order to protect the value and integrity of the company's image.
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Appendix 6 - Telephone Contact List

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