

**HQTM**        **77/06 (A)**

**DATE:**        **10 August 2006**

**ACTION:**      **Full Distribution**

**SUBJECT:    EMERGENCY “OUT OF HOURS” CONTACT PROCEDURES**

A review of how `out of hours' emergency telephone calls are managed at MSSC HQ has resulted in a new system being introduced that will allow for appropriate procedures to be taken in the event of crisis or any incident that may require immediate action by the organisation.

This will be particularly useful for any of the Emergency Services, the Media or members of the Sea Cadet Corps who may need to inform senior managers in the event of a major incident.

The answer machine/voicemail message at MSSC HQ has been amended and in the event of a real emergency (that is an issue or incident that specifically cannot await the resumption of business on the next available working day) an additional number is made available that will be monitored by staff from MSSC HQ.

The emergency telephone number is: **07789 398133** and this new procedure is effective from 1 August 2006.

It is particularly emphasised that this number is to be used for `Emergencies Only' and all routine calls for normal and non emergency issues to MSSC HQ must be dealt with via the switchboard or voicemail.