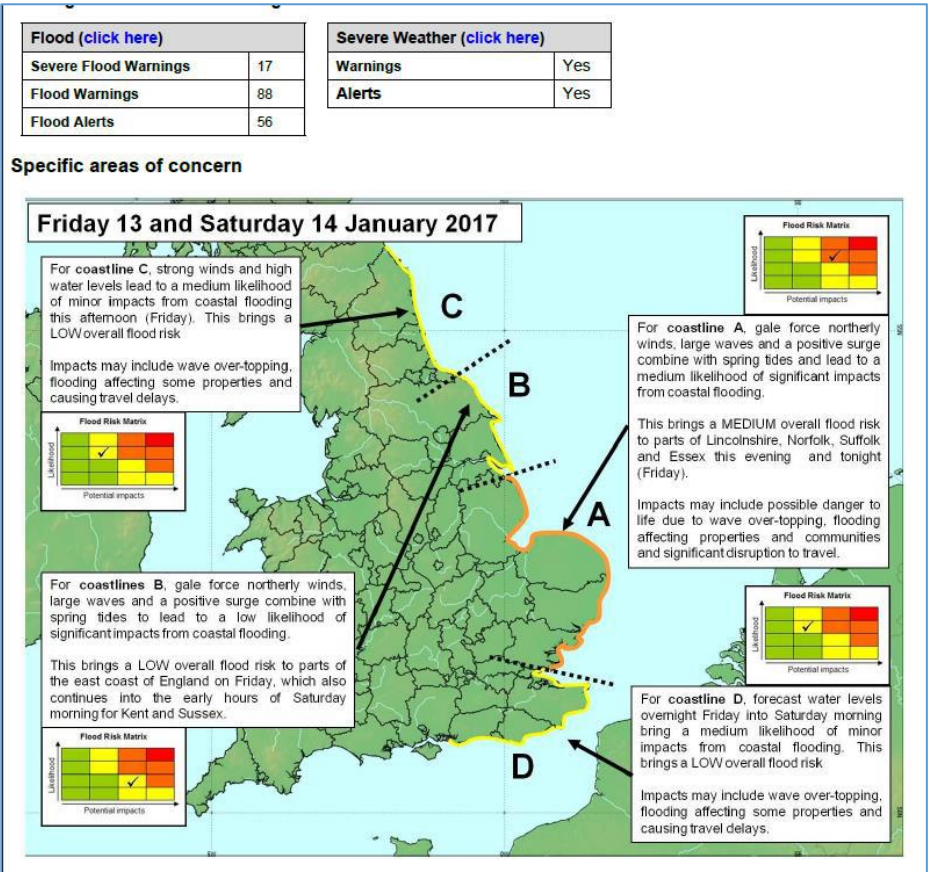


# Case Study: East Coast Tidal Surge (January 2017)

In January 2017 the east coast of the UK was subject to gov agency warnings (Met Office, SEPA, EA) of coastal and river flood risk. Many of these were at ‘severe’ level indicating a risk to life, limb and property. This activated community evacuations by the emergency services covering Jaywick in Essex and areas of Boston, Gt. Yarmouth and parts of Sussex . BT used its alert and notification systems to identify at risk assets across a huge geographic area for fixed, mobile and access network infrastructure



BT activated its command and control crisis management response process which included mobilisation of its ERT (emergency response team). ERT were forward deployed to areas of the east coast including Humberside, Lincolnshire, Norfolk, Essex, Suffolk and Sussex. Gt Yarmouth North telephone exchange was proactively defended using a pre prepared bespoke Site Defence Plan (SDP) using highly trained ERT technicians and robust equipment. Additionally Openreach activated a process to proactively flood seal at risk street cabinets across the at risk area to ensure service continuity and service protection in the access network.

