

Major Incident Notification

Reference Number: F4669
Date of Response: 14th June 2022

Further to your Freedom of Information Act request, please find the Trust's response, in **blue bold text** below:

Royal Devon's Eastern FOI Office Response

1. Do you use a mass notification system or emergency planning software for major incidents (within EPRR)? This also includes pager systems for notifying employees when a major incident occurs.

The Trust does currently use a mass notification system/emergency planning software for major incidents.

If yes, please answer the following questions:

- a. What company provides the service?

NetSupport

- b. Please confirm the value of the initial project and value of annual support/maintenance services (in £)?

We can confirm that the value of the contract is held by the Trust, however, under Section 43 (2) of the Freedom of Information Act 2000, we are unable to release the value as it is commercially sensitive. This information is exempt as its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

Consideration has had to be given to ensure that the commercial interests of third parties are not prejudiced or undermined by disclosure of information which is not common knowledge. The disclosure of information relating to commercial matters could prejudice the business interests of the Trusts financial contracts.

- c. When is the contract renewal date?

Not applicable.

2. Who is the EPRR manager within the Trust?

Joanne Smith – Eastern Services

3. Who is the Emergency Accountable Office within the Trust?

John Palmer