

Business Continuity Plan

Responsible Manager	Chief Executive
Issue Number	V4.0

Summary of the Plan

As a company which provides direct services to the public, we have a responsibility to ensure that there are plans in place to continue our services during adverse and challenging circumstances which may be caused by sabotage, fire, flood, natural disasters or a catastrophic infrastructure event.

This plan outlines roles and responsibilities if such circumstances occur. It is the responsibility of every employee to take account of their role in continuity management and to advise of any change of circumstance which may impact on their ability to mobilise if the situation requires.

The plan outlines our general response to identified areas that may challenge our ability to continue business.

The plan also outlines our continuity responsibilities around exiting contracts both as prime contractor and provider.

It is recognised that with a diverse range of projects and services there may have to be bespoke additions to cover all likely circumstances. This plan will be reviewed at intervals as indicated above and whenever there is major change a contract or commencement of a new contract.

Business Continuity Plan

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1 Introduction

- 1.1 As a company which provides direct services to the public, we have a responsibility to ensure that there are plans in place to continue our services during adverse and challenging circumstances which may be caused by sabotage, fire, flood, natural disasters, a significant incident or a catastrophic infrastructure event.
- 1.2 This plan outlines roles and responsibilities if such circumstances occur. It is the responsibility of every employee to take account of their role in continuity management of any change of circumstance which may impact on their ability to mobilise if the situation requires.
- 1.3 The plan outlines our general response to identified areas that may challenge our ability to continue business with resources to support mitigating actions. The plan also outlines our continuity responsibilities around exiting contracts both as a prime contractor and provider.
- 1.4 It is recognised that with a diverse range of projects and services there may have to be bespoke additions to cover all likely circumstances. This plan will be reviewed at intervals as indicated above and whenever there is change to our business portfolio.

2 BCP Statement

- 2.1 Disasters of all shapes and sizes occur every day. Some we can predict and have notice to respond, others come unexpectedly and without prior tested planning. These can cause severe disruption to a business affecting the economic, physical and reputational status of the business.
- 2.2 It is imperative that we think through our response to alternative ways of continuing our business when our usual physical and human resources are depleted or displaced. Depending on the disaster these may be temporary measures or potentially mid to long term.
- 2.3 Whilst we cannot second guess every situation, we can have a series of alternative working approaches in place which will meet a similar range of requirements around facilities, communications, finance and human resources.
- 2.4 The benefit of having a recovery plan in place that can be implemented with the minimum delay will significantly reduce the level of disruption to CXK, Sub-contractors and Tenants and should ensure the rapid resumption of "business as normal".

3 Aims, Objectives & Definitions

- 3.1 The aim of this plan is to ensure that the critical functions of CXK, delivering services or projects in a range of locations across the South East, are reinstated as soon as possible, ensuring, where possible, an unbroken level of front line services, whilst full restoration is planned for and implemented.
- 3.2 In the case of end of contract scenarios, the plan will outline the actions required to maintain a service within a transition period, so that the public and stakeholders remain unaffected by change and continue to receive the expected level of service.

- 3.3 CXK's objectives in relation to business continuity are:
- To mobilise the organisational structure required to manage the recovery.
 - To ensure the safety and wellbeing of our staff, sub-contractors, tenants, beneficiaries and the public
 - To list the immediate action to be taken.
 - To provide access to key information and check lists
- 3.4 This Business Continuity Plan assumes a worst-case scenario aligned to one or more of the following:
- Critical information systems and resources (including premises) are destroyed by fire, other natural events, or by unauthorised entrants committing acts of destruction, theft or sabotage
 - Significant epidemic outbreak (e.g. bird flu) affects the health of our staff (and their families). As such, this would prevent key service delivery functions being undertaken.
- 3.5 It is assumed that CXK policy as it applies to records management, file management, computer security in general and virus protection in particular, is being applied by our IT provision and in our delivery locations. Similarly, it also assumes that fire prevention, physical security and health and safety at work standards are also being applied.
- 3.6 This Business Continuity Plan uses the following definitions:
An emergency is a situation which threatens serious damage to human welfare in a place in the UK, the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK:
- Arises with or without warning
 - Causes or threatens death, injury or serious disruption to normal life
 - Affects more people than can be dealt with under normal conditions
 - Requires special mobilisation and organisation of resources
- 3.7 Not all situations are emergencies, an incident is a situation which:
- Requires the charity to respond in a manner outside its normal, day to day procedures and method of work
 - Is limited in scale or area enabling a local response
 - Involves one or more Service Areas.
- 3.8 This Business Continuity Plan acknowledges that there are many causes that give rise to such situations and they can be categorised into four areas
- Political - Acts of terrorism or acts of a hostile state, public disorder or civil unrest, hostile protest and industrial blockade (e.g. fuel crisis of 2000)
 - Environmental - Storms, floods, landslides, hurricanes, snow, drought, earthquake, contamination or pollution of land, water and/or air (e.g. floods of 2000)
 - Social - Poisoning or contamination within the food chain, epidemics and health emergencies (e.g. foot and mouth 2001)
 - Technological - Damage to structures and buildings, industrial transport accidents, release of toxic or radioactive substances (e.g. rail crashes)
- 3.9 It is imperative that the plan is kept up-to-date. Formal Updates will be issued at least annually. Interim updates will be issued should there be any major change.

3.10 The following “Pre-Emergency Actions” should be in place and reviewed regularly as part of ongoing business continuity:

- Establish a group to study this plan and formulate an action plan
- Identify an Emergency Response Team (ERT) who, collectively or individually, will take the lead in an emergency
- Ensure basic information, contact lists, communication, procedures etc. are in place and known to all kept up to date
- Carry out simulation exercises to explore how a critical emergency might unfold. This should include sub-contractors and tenants that use CXK buildings
- Ensure that all CXK sub-contractors are asked to supply their own BCP as part of due diligence checks. This documentation should be regularly updated and considered in line with CXK’s BCP
- Share BCP as required with CXK sub-contractors and tenants using CXK buildings
- Identify additional needs for planning, training, skills development and awareness raising
- Ensure Trustees and all key staff in the Charity are aware of the plans developed
- Ensure time scales for review and updating are securely in place

4 Distribution

4.1 This document should be available to staff through SharePoint at all times. Sub-contractors and tenants using CXK buildings should be aware of and able to access this document. Copies should be kept both on and off site, at the home of key members of staff.

	Location of Plan
Hard Copy of BCP available at all CXK premises	<ul style="list-style-type: none"> • Head Office - The Old Court, Tufton Street, Ashford, Kent, TN23 1QN • Medway Office - Kent Space, 6-8 Revenge Road, Lordswood, Chatham, Kent, ME5 8UD • East Kent Office – Riverside Vineyard Church, Thanet Way, Whitstable, Kent, CT5 3JQ

	Name & Designation	Location of Plan
1	<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	
2	<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	
3	<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	
4	<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	
5	<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	

5 Roles and Responsibilities

- 5.1 Emergency Response Team (ERT): The Team will comprise of senior staff in the charity who have experience of dealing with incidents and emergencies.
- 5.2 Objectives: The ERT will be involved in developing and updating this plan and will decide on action following emergency. It will be directly responsible for all aspects of recovery from emergency and return to 'business as usual' as quickly as possible. The Team are responsible for implementing this plan.

ERT Core Membership:		
Name Designation	Tel Number	Out of Hours Contact Number
██████████ ██████████████████	██████████	██████████
██████████ ██████████████████████████████	██████████	██████████
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6 Activation

- 6.1 The appendices of the Business Continuity Plan contains schematics and accompanying checklists for a range of scenarios.
- 6.2 They are offered as a guide and are not exhaustive. They are to act as a prompt/reminder as to what is likely to happen and what you will need to do when an emergency occurs.
- 6.3 Each scenario has generic actions as well as specific actions which are relevant to a particular type of emergency, the schematics also interlink e.g. closure of head office could be implemented in a number of scenarios.
- 6.4 Each checklist links numerically to the relevant schematic, actions can then be ticked off and recorded as they have been completed. Where a staff briefing is required, please refer to the Appendices for instruction on how to deliver appropriate briefings.
- 6.5 Activation of the Plan: The activation of the Emergency plan is broken down into three phases:
 - Initial activation
 - The evaluation phase
 - Full activation

6.6 Phase 1 – Initial Activation

- In the event of a major incident resulting in the loss of all or some of the critical functions at any of our buildings, the Chief Executive Officer will invoke the plan. In the absence of the CEO any available member of the management team may initiate the plan.
- One member of the Executive Team will lead the ERT and have the authority to decide which elements of the recovery plan should be invoked. The ERT will be responsible for the overall management, co-ordination, control, and monitoring of the disaster situation and for the disaster recovery actions outlined within this Business Continuity Plan.
- Out of hours, the plan will be activated by a member of the Executive Team on receipt of information concerning an incident.
- Contact phone numbers for managers (on the previous page) should be stored on all mobile phones along with telephone numbers of CXK premises.
- Sub-contractors and if relevant tenants using CXK offices should be notified as part of the activation process if the incident impacts their activities

6.7 Phase 2 – Evaluation

- If not already on site, the ERT leader contacted will make her/his way to the scene, if appropriate, in order to make an initial evaluation of the extent of the disaster/damage.
- The other members of the ERT will be placed on standby at this stage.
- Depending on the level of disaster/damage, the ERT leader will either take no further action or will initiate full activation.

6.8 Phase 2 – Full Activation

- If the plan is fully activated the ERT leader will carry out the following actions:
- Instruct the ERT to meet to begin the recovery process (this meeting could also include a conference call or Skype meeting if a physical meeting is impossible or ill advised).
- Open a log of events (see ANNEX A).
- Make a photographic record of any damage.
- Contact the Insurance Company if appropriate.
- Start preparing a preliminary verbal report.
- Use and be guided by the appropriate Scenario schematic in this document

6.9 Depending on the information received, the ERT Leader will arrange for the following actions to be taken:

- Place other members of the team on standby and/or instruct them to move to the site, if appropriate;
- Move to the site, if appropriate and make an assessment of damage and site security;
- Maintain a log of events;

6.10 In discussion with other members of the Executive Team make a preliminary (verbal) report to the Chair of the Board of Trustees. The ERT Leader will then call for an initial meeting of the ERT with the following Objectives:

- To define the problem, the extent of disruption, its consequences and the probable implications for the foreseeable future.
- To select a specified location as an alternative centre (if required).
- To agree each team member's objectives for the following three hours.
- To set up a second meeting for three hours later

7 Recovery

- 7.1 Accommodation: An element of disruption to accommodation may be a feature of business continuity over protracted periods.
- 7.2 It will be an expectation that staff will respond appropriately to the needs during this period and whilst every effort will be made to accommodate any personal requirements, this will not always be possible. Employment contracts should reflect these possibilities.
- 7.3 The displacement of non-critical functions, or functions that can be re-sited with little impact, will be carried out to provide accommodation for critical business functions.
- 7.4 In the event of serious extensive damage to CXK premises, it may become necessary to relocate individuals to their home residences or partner premises.
- 7.5 These alternative pre-selected locations (including home/partner location) should enable access to CXK IT facilities (through web based internet access) and sufficient communications and work station areas for all present staff.
- 7.6 If a situation occurs which affects the use of all CXK buildings we would seek to relocate partially to partner accommodation for appropriate contract areas.
- 7.7 IT & Telephony Arrangements: The IT & MI Manager is responsible for ensuring that all reasonable precautions are in place to protect company data.
- 7.8 Server/SAN storage is in a RAID 5 configuration such that any disk failure will not affect the network, allowing 'hot swap' disks to be replaced. Service contracts are in place with our IT partner ADM Computing with a maximum 4 hour response time and same day repair or replacement on critical infrastructure.
- 7.9 All data is automatically backed up to a secure offsite location to ensure business continuity in the event of a major disaster. Backup continuity is monitored daily and in the event of major disaster the backup data would be used to restore systems, either to replacement hardware in the existing location, or were this to be unavailable, to a virtual server environment hosted by ADM computing in the short-term while alternative accommodation was arranged.
- 7.10 Our CRM, telephony and server host providers are certified to ISO 27001 and ISO 27031.

8 Exit Planning

- 8.1 Business continuity in an end of contract scenario is covered in this section of the plan. The commissioning /procurement team or CXK as a prime contractor/procurement will have responsibility for ensuring that both supplier and contractor are working towards the planned exit of the contract, and the commissioning/procurement process for securing subsequent supply arrangements if required.
- 8.2 The exit strategy should involve a review of the contract and supplier's performance and a lessons learned review.
- 8.3 In the case of CXK as supplier of services, the Assistant Director responsible for the service will lead the following actions.
- Set up transition team with commissioner or where appropriate incumbent provider within 6 months of project/service closure or when notified of end of contract whichever is the later. Meet at regular intervals. Weekly in the 6 weeks prior to hand over.
 - Identify data within the scope of project/service transfer.
 - Set a plan and timescale for transfer of data including running two systems where appropriate. Ensure all the correct measures are in place for secure transfer and that account is taken of any consent restrictions within client data.
 - Determine a joint communication plan with clients and stakeholders so that a seamless service is maintained and there is no loss of business for the incumbent provider nor loss of reputation for the decommissioning agent.
 - If the service or project is being decommissioned permanently ensure final reports are produced and disseminated in a timely manner to appropriate stakeholders.
 - Consider redundancy or redeployment issues of termination.
 - Assign HR lead to take forward any staff consultation, TUPE process or redundancy and inform and liaise with Union Reps as necessary
 - Audit the assets and marketing materials assigned to the project/service and where applicable return to commissioning agent or where further use is not required, negotiate transfer to incumbent provider. Dispose or redistribute if the above is not applicable.
 - Share lessons learned, risks, challenges and local contacts as part of a knowledge transfer plan.
- 8.4 Where CXK is the prime contractor and a sub-contractor withdraws or is decommissioned the following actions should take place.
- Set up a review meeting to determine the reasons for ending the contract and ensure that all contract requirements in terms of early or planned decommissioning/termination are met. Collect all lessons learned.
 - Assess risk of contract end taking account of financial, staffing, delivery and reputational risk.
 - Agree a joint communication plan with clients and stakeholders so that a seamless service is maintained and there is no loss of business incurred.
 - Initiate a mini tendering process to replace any provider that withdraws prematurely.
 - If there is a potential gap in service, review capacity of internal staff to cover the gap and consider spot purchase or agency staffing.16.2.6 Put a plan in place to recoup all assets, resources and data prior to the agreed end date of the project/service.
 - Arrange a joint meeting or series of meetings with outgoing and incoming providers where time allows.
 - Arrange for a knowledge transfer pack to be shared with CXK and any incumbent provider prior to the termination of contract.
 - Finalise any legal issues.

9 Relevant CXK Policy & Procedures

9.1 The following documents should be used in conjunction with the business continuity plan as appropriate.

- Health and Safety Policy
- Safeguarding Policy & Procedures
- Data Protection Policy
- Incident Response Procedure
- Incident Response Telephone Tree
- Risk Assessment Process

Appendix 2

Key Contacts

Insurance	[REDACTED]	[REDACTED]
Alarm	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]
Finance Systems	[REDACTED]	[REDACTED]
Health and Safety	[REDACTED] [REDACTED]	[REDACTED]
IT Support	[REDACTED]	[REDACTED]
Mobile Phones	[REDACTED]	[REDACTED]
Land Line	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]
Legal	[REDACTED]	[REDACTED]

Appendix 3

Staff Briefing

Timing

Ensure that timing is considered when planning to deliver a staff briefing. This will need to be considered on an incident-by-incident basis. If the incident has an immediate consequence for staff, such as an incident where the main office is no longer accessible, then a briefing should be sent out as soon as possible.

Communication Tree

Different incidents will require communications to all or some levels of the organisation. Please refer to the accompanying *Communication Tree* document which details the correct communication routes to take to reach each appropriate level of the organisation.

Briefing method

On an incident-by-incident basis the Emergency response Team should decide which communication method to use:

- Telephone (see communication tree)
- SMS (using CXK's SMS portal, accessible off site and off network)
- Email
- On-site

It may be appropriate for a nominated member of staff to be on site at an incident to communicate with staff who may arrive on site such as in the event of an office closure.

Venue

If staff briefings are delivered onsite, make sure you choose a suitable and safe venue for your team briefing. Take into consideration the number of people who will be involved in the briefing and any access requirements your staff may have.

What to discuss

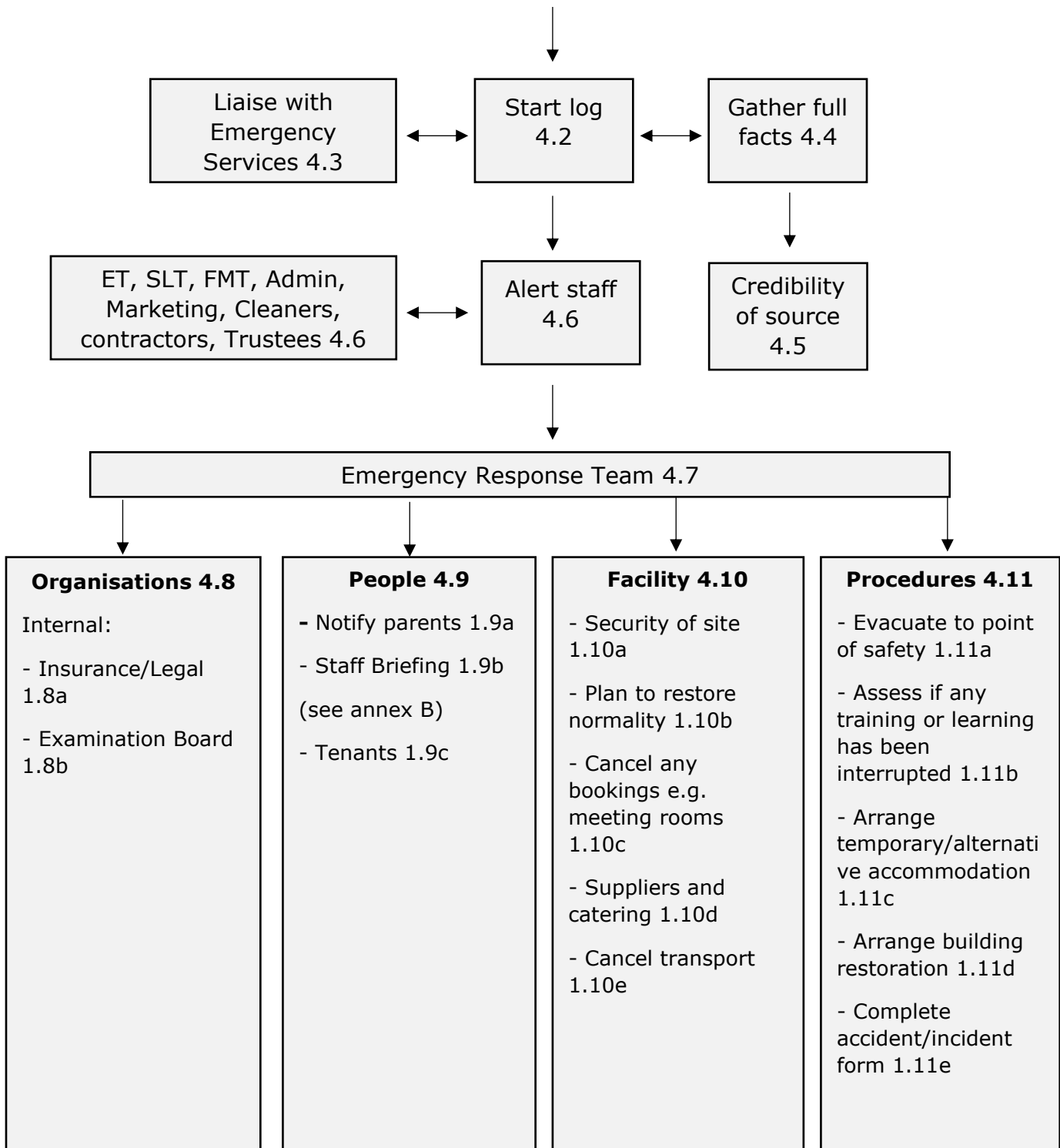
- The incident
- Managing media contact (see media schematic)
- Implications for staff
- Clear instructions on what staff should do next
- Details of the plan to restore normality
- Offer 1:1 support for negatively affected staff (with external specialist support if necessary)

Appendix 4

Closure of Head Office Schematic

This could be due to Fire, Flood, civil disturbances etc.

ACTIVATION 4.1



Closure of Head Office (Ashford) Checklist

Section	Action	Person responsible	Completed date/time
4.1	Activation		
4.2	Start Log (see annex A- Log Sheet)		
4.3	Liaise with Emergency Services		
4.4	Gather full facts - who - what - when		
4.5	Check credibility of source		
4.6	Alert Staff - ET - SLT - FMT - Admin - Marketing - Trustees - Contractors		
4.7	Emergency Response Team		
4.8	Organisations to contact		
4.8a	Insurance/Legal		
4.8b	Examination Board (if examinations are interrupted)		
4.9	People to contact		
4.9a	Notify Parents (of YP on site or due to be on site)		
4.9b	Deliver staff briefing in safe location		
4.9c	Notify building tenants		
4.10	Facility		
4.10a	Security of site		

4.10b	Plan to restore normality		
4.10c	Cancel any bookings e.g. room bookings		
4.10d	Suppliers and catering		
4.10e	Cancel any transport booked		
4.11	Procedures		
4.11a	Evacuate to a safety point		
4.11b	Assess if any learning or training has been interrupted		
4.11c	Arrange temporary/alternative accommodation		
4.11d	Arrange building restoration		
4.11e	Complete accident/incident form		

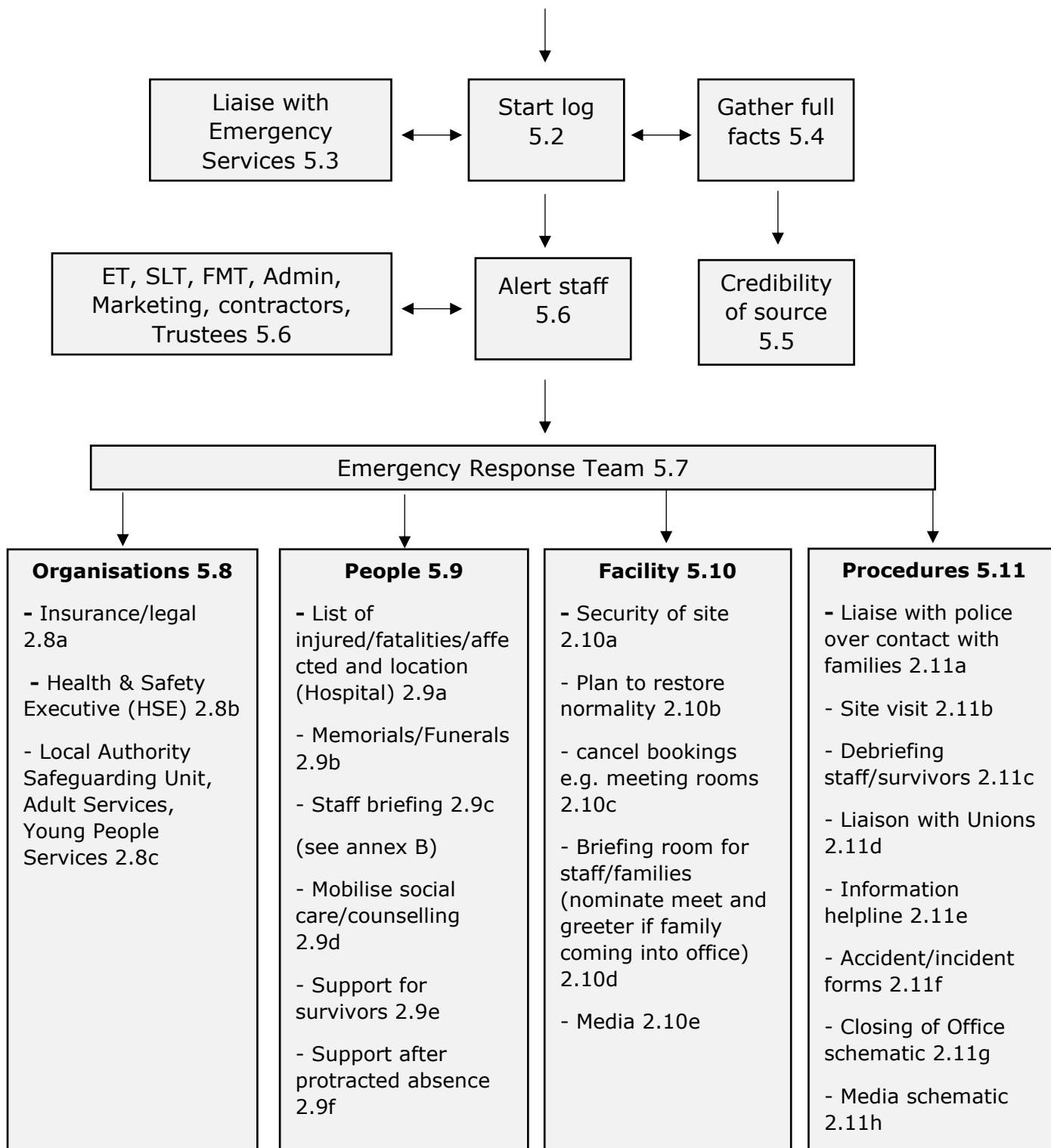
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Appendix 5

Death or Injury to Service User/Member of Staff Schematic

This could be due to violence/illness/on residential/hostage situation etc.

ACTIVATION 5.1



Death or Injury to Service User/Member of Staff

Checklist

Section	Action	Person responsible	Completed date/time
5.1	Activation		
5.2	Start Log (see annex A- Log Sheet)		
5.3	Liase with Emergency Services		
5.4	Gather full facts - who - what - when		
5.5	Check credibility of source		
5.6	Alert Staff - ET - SLT - FMT - Admin - Marketing - Contractors - Trustees		
5.7	Emergency Response Team		
5.8	Organisations to contact		
5.8a	Insurance/Legal		
5.8b	Health & Safety Executive (HSE)		
5.8c	Local Authority Safeguarding Unit, Adult Services, Young People Services		
5.9	People		
5.9a	List of injured/fatalities/affected and location (hospital)		
5.9b	Memorials/Funerals		
5.9c	Staff Briefing		
5.9d	Mobilise social care/counselling		
5.9e	Support for survivors		

5.9f	Support after protracted absence		
5.10	Facilities		
5.10a	Security of site		
5.10b	Plan to restore normality		
5.10c	Cancel bookings e.g. meeting rooms		
5.10d	Briefing room for staff/families (nominate meet and greeter if family coming into office)		
5.10e	Media		
5.11	Procedures		
5.11a	Liaise with police over contact with families		
5.11b	Site visit		
5.11c	Debriefing staff/survivors		
5.11d	Liaison with Unions		
5.11e	Information Helpline		
5.11f	Accident/incident forms		
5.11g	Closing of office schematic (if needed)		
5.11h	Media schematic		

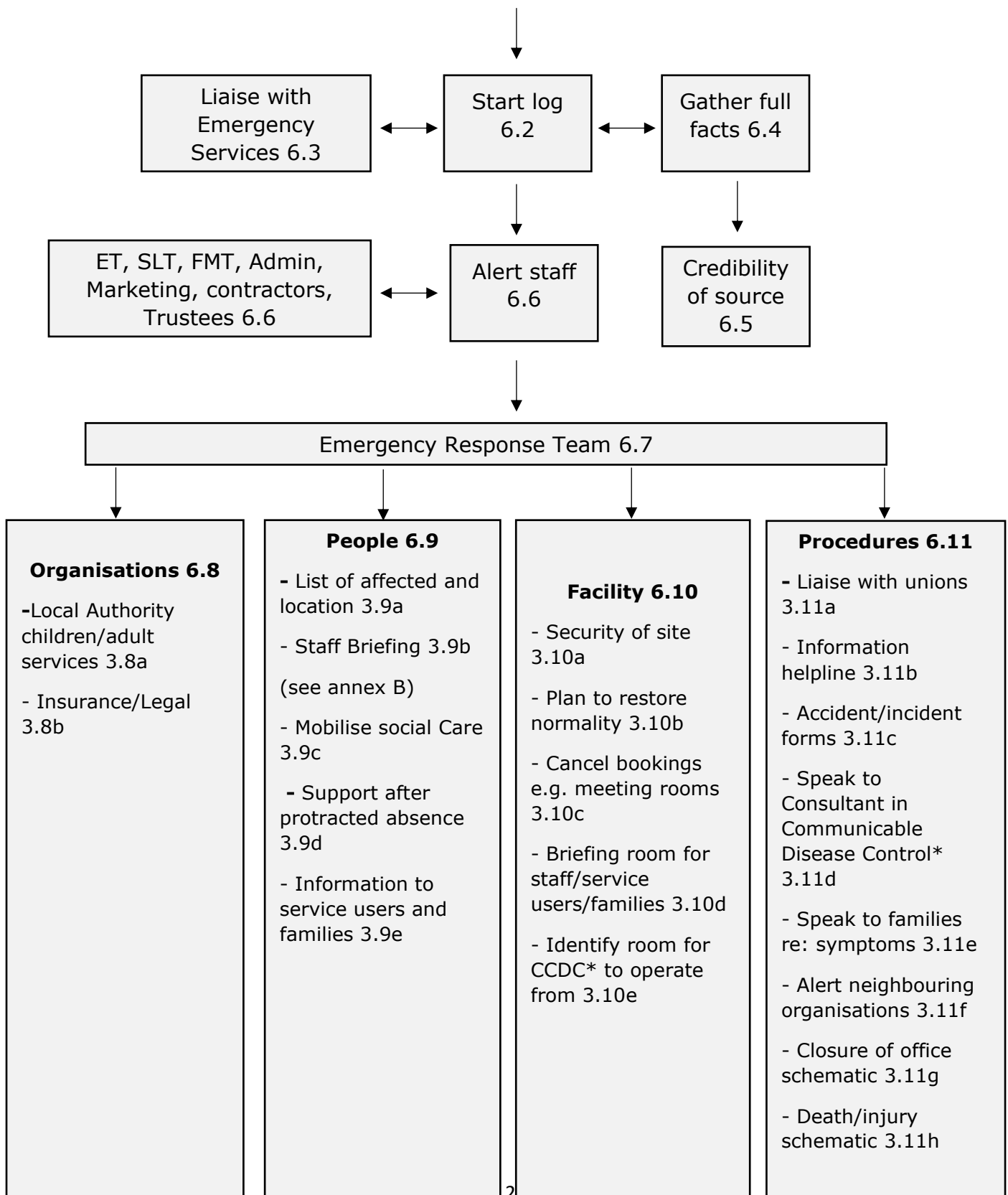
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Appendix 6

Outbreak of Disease Schematic

This could be due to a local, national or global pandemic or health risk.

ACTIVATION 6.1



Outbreak of Disease Checklist

Section	Action	Person responsible	Completed date/time
6.1	Activation		
6.2	Start Log (see annex A- Log Sheet)		
6.3	Liase with Emergency Services		
6.4	Gather full facts - who - what - when		
6.5	Check credibility of source		
6.6	Alert Staff - ET - SLT - FMT - Admin - Marketing - Trustees - Contractors		
6.7	Emergency Response Team		
6.8	Organisations to contact		
6.8a	Local Authority children's/adult services		
6.8b	Insurance/Legal		
6.9	People		
6.9a	List of affected and location		
6.9b	Staff briefing		
6.9c	Mobilise Social Care		
6.9d	Support after protracted absence		
6.9e	Information to service users and Families		

6.10	Facility		
6.10a	Security of site		
6.10b	Plan to restore normality		
6.10c	Cancel bookings e.g. meeting rooms		
6.10d	Briefing room for staff/service users/families		
6.10e	Identify room for CCDC* to operate from		
6.11	Procedures		
6.11a	Liaise with Unions		
6.11b	Information Helpline		
6.11c	Accident/incident forms		
6.11d	Speak to Consultant in Communicable Disease*		
6.11e	Speak to families re: symptoms		
6.11f	Alert neighbouring organisations		
6.11g	Closure of office schematic		
6.11h	Death/injury to service user/staff schematic		

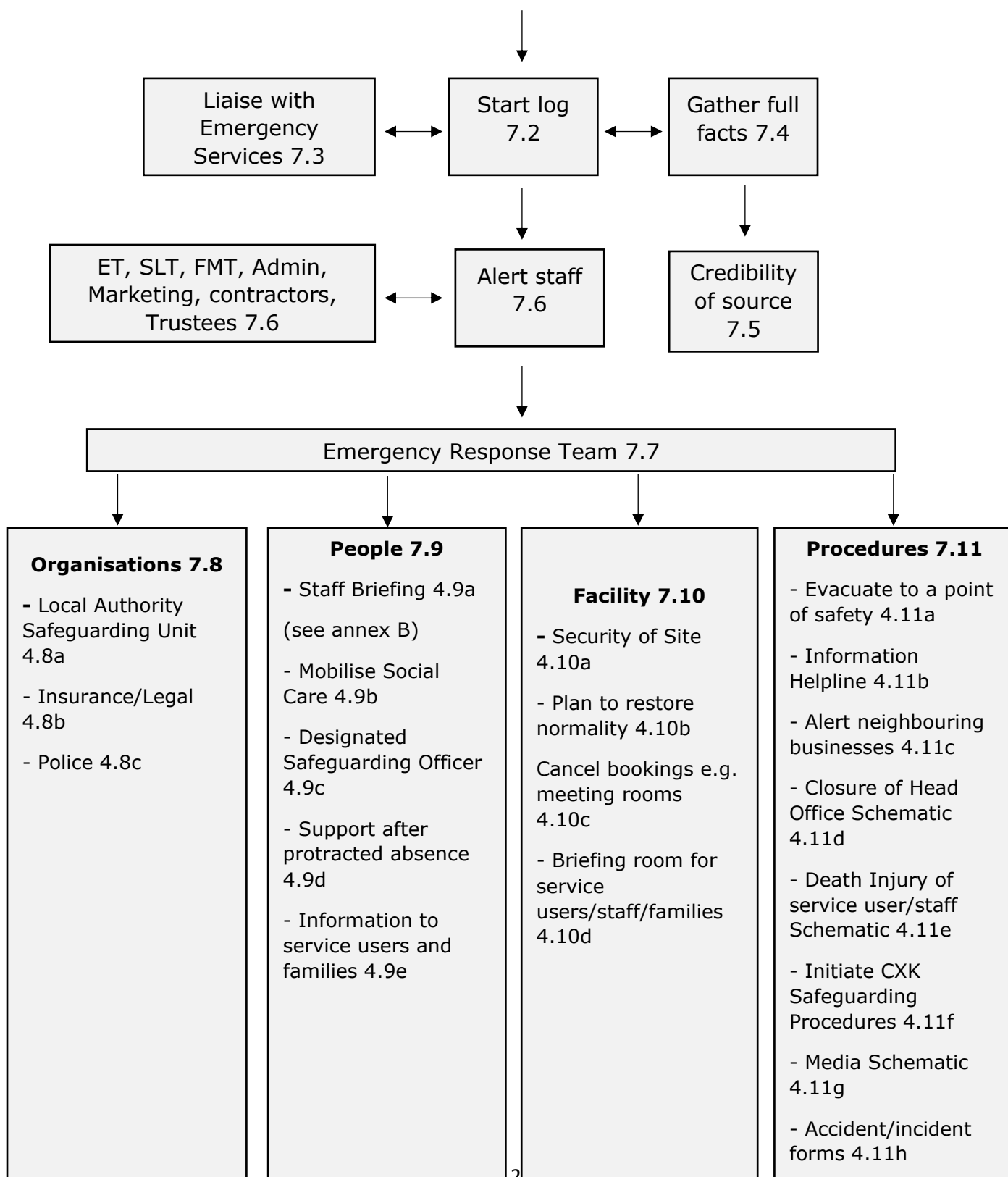
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Appendix 7

Emergency Safeguarding Schematic

This could be due to a physical, environmental or mental risk to staff or service users

ACTIVATION 7.1



Emergency Safeguarding Checklist

Section	Action	Person responsible	Completed date/time
7.1	Activation		
7.2	Start Log (see annex A- Log Sheet)		
7.3	Liaise with Emergency Services		
7.4	Gather full facts - who - what - when		
7.5	Check credibility of source		
7.6	Alert Staff - ET - SLT - FMT - Admin - Marketing - Trustees - Contractors		
7.7	Emergency Response Team		
7.8	Organisations to contact		
7.8a	Local Authority Safeguarding Unit		
7.8b	Insurance/Legal		
7.8c	Police		
7.9a	Staff Briefing		
7.9b	Mobile Social Care		
7.9c	Designated Safeguarding Officer		
7.9d	Support after protracted absence		

7.9e	Information to service users and families		
7.10	Facility		
7.10a	Security of site		
7.10b	Plan to restore normality		
7.10c	Cancel bookings e.g. meeting rooms		
7.10d	Briefing room for service users/staff/families		
7.11	Procedures		
7.11a	Evacuate to a point of safety		
7.11b	Information Helpline		
7.11c	Alert neighbouring companies		
7.11d	Closure of head office schematic		
7.11e	Death/Injury of service user/staff schematic		
7.11f	Initiate CXK safeguarding procedures		
7.11g	Media schematic		

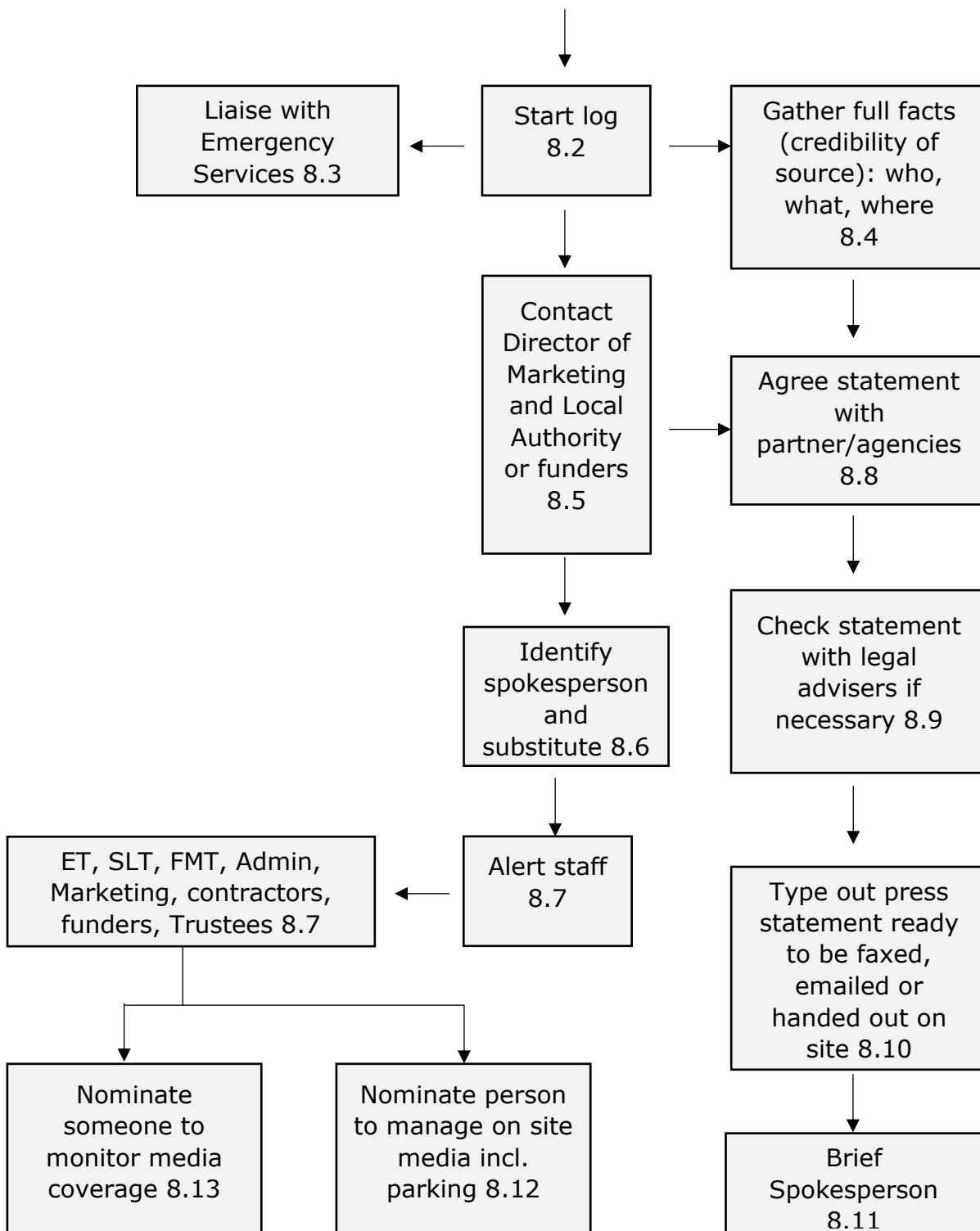
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Appendix 8

Media Contact Schematic

This could be used in responding to incidents: media/radio/comment requests in relation to any incident.

ACTIVATION 8.1



Media Contact

Checklist

Section	Action	Person responsible	Completed date/time
8.1	Activation		
8.2	Start Log (see annex A- Log Sheet)		
8.3	Liaise with emergency services		
8.4	Gather full facts (credibility of source): -who -what -where		
8.5	Contact Director of Marketing and Local Authority or funder		
8.6	Identify a spokesperson		
8.7	Alert staff (ET, SLT, FMT, Admin, marketing, Trustees, Contractors)		
8.8	Agree statement with partner agencies		
8.9	Check legal statement with legal advisers if necessary		
8.10	Type out press statement ready to be faxed, emailed or handed out on site		
8.11	Brief spokesperson		
8.12	Nominate person to manage on site media incl. parking		
8.13	Nominate someone to monitor media coverage		

Notes:

8.1

Dealing with the Media

There may be some instances when you or your teams will be contacted by the press following an incident or emergency.

It is important not to provide any information and to pass on to CXK Marketing and Communications Manager

Objectives

- Collect their details to pass on to Director of Marketing
- Politely get them off the phone so Marketing can be notified asap
- Remain professional and helpful without giving any information that isn't already public or personal opinion

Points In General

- 1. Remember, when an incident occurs, no member of staff other than those with specific responsibility to do so should provide comment or information to the media**
2. If you do find yourself answering a call to a journalist, remain polite, calm and courteous at all times- never say 'no comment'
3. Ask for the name, role publication name and contact details of the person calling before allowing the call to progress
4. Ask what they are interested in knowing at the beginning of the call
5. Do not give them a statement or make any personal comment as you will be speaking on behalf of your organisation and all those within the CXK supply structure. Simply apologise and say you do not have the information they need but you will put them in touch with someone who does
6. Don't mention the any partners or contractors by name as it may appear you are 'outsourcing' the problem.
7. Immediately phone Director of Marketing with details of any initial or subsequent contact from the press relating to an incident or emergency. Director of Marketing will immediately inform the executive response team who will then agree how to proceed. They will liaise with you directly from this point and will take full lead of the situation.

Appendix 9

IT - Company-Wide Network Failure

E.g. network failure or system not accessible

ACTIVATION 9.1

Start log
9.2

Emergency Response Team 9.3

Organisations 9.4

- Contact ADM to discuss a plan to return to normality (9.4a)
- Contact Supplier to inform them of the down period (9.4b)
- Contact subcontractors to inform that conversion work will cease for the interim (9.4c)
- Contact outsource suppliers to inform them of the down period (9.4d)

People 9.5

- Staff briefing (9.5a) (see annex B)
- Inform receptionist (9.5b)

Facility 9.6

- Plan to restore Normality (9.6a)
- Place 'currently offline' sign in the Open Space computer area (9.6b)

Procedures 9.7

- Contact Centre Failover Process
- Contingency Record Keeping Process (CMR) (9.7b)

IT- Company-Wide System Failure Checklist

Section	Action	Person responsible	Completed date/time
9.1	Activation		
9.2	Start Log (see annex A- Log Sheet)		
9.3	Emergency Response Team		
9.4a	Contact ADM to discuss plan to return to normality		
9.4b	Contact Cognisoft) inform them of down period		
9.4c	Contact Subcontractors		
9.4d	Contact Outsource Suppliers		
9.5a	Staff briefing (see Annex B)		
9.5b	Inform CXK receptionist		
9.6a	Plan to restore normality		
9.6b	Place 'offline' sign in Open Space computer area (Old Court)		
9.7a	Failover Process for Contact Centre implemented		
9.7b	Contingency Record Keeping Process implemented		

Requirements to maintain critical business activities:

Number of staff	10
Workspace requirements (desk/chair/phone)	Phone, Desk, Chair or access from home
Number of PC's	10
Office support requirements (printers, fax, photocopiers)	Printer access required
Applications Required	Telephony System, Cognisoft(YETI), Salesforce MS Office
Any special services	Outgoing post

Communications:

In the event that there is a loss of network or that the team are unable to work in The Old Court, Tufton Street incoming customer & partner phone lines will be diverted to mobile phones & laptops to ensure continuity of service. All telephony functions are available remotely.

IT arrangements:

Server/SAN storage is in a RAID 5 configuration such that any disk failure will not affect the network, allowing 'hot swap' disks to be replaced. Service contracts are in place with our IT partner ADM Computing with a maximum 4 hour response time and same day repair or replacement on critical infrastructure.

All data is automatically backed up to a secure offsite location to ensure business continuity in the event of a major disaster. Backup continuity is monitored daily and in the event of major disaster the backup data would be used to restore systems

Supplier BCP Documents:

REDACTED

Notes:

Appendix 10

Responding to a Bomb Threat

The information below should be used if a bomb threat is received. The person taking the call should use the checklist and ensure that a member of the Executive Team is contacted as soon as possible.

Checklist

Date:

Time:

Name of Staff Receiving Call:

Question	Answer
When is the bomb going to explode?	
Where is it right now?	
What does it look like?	
What kind of bomb is it?	
What will cause it to explode?	
Did you place the bomb?	
Why are you doing this?	
What is your name/address?	
Exact wording of threat:	
Telephone number (if available):	
Time of call completion:	

DO NOT HANG UP THE PHONE

You must inform the Head Office (01233 224244) and the Executive Team:



Additional details of the call:

Caller's voice:

Characteristic Present?	Tick	Characteristic Present?	Tick
Man		Old	
Woman		Young	
Young Person		Not Known	

Characteristic Present?	Tick
Deep	
Laughter	
Ragged	
Crying	
Clearing throat	
Normal	
Deep breathing	
Well educated	
Calm	
Angry	
Excited	
Slow	
Rapid	
Irrational	
Soft	
Loud	

Crackling Voice	
Disturbed	
Disguised	
Blurred	
Familiar*	
Nasal	
Stutter/Stammer	

*if familiar, who did it sound like:

Accent (specify)

Distraction/background noises (give as much detail as possible)

Description	Yes	No	Comment
Noise on line			
Payphone tone or pips			
Operator instructions			
Anyone in background			
Clear line static			
Aircraft			
Household noises			
Crackling			
Office			
Phone box			
Machinery			
Animals			
Music			
PA system			
Traffic			
Talking			
Long distance			
Children			
Anything else			

APPENDIX 11

CONTACT CE

