

EBC Business Continuity Plan (BCP)

Synopsis : The Business Continuity Plan (BCP) for EBC Global Ltd in case of interference with normal operations in the Biggleswade Office.

1. The plan deals with actions to be taken when the BCP is invoked and contains all necessary details for the invocation and for immediate actions after invocation.
2. All EBC Application Services are securely hosted in a Tier 1 DR centre, Redstation
3. Financial Services are located in a services office on Pentwyn
4. Development environment is Redstation
5. Support environments is an Application in Redstation

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Contents

DOCUMENT CONTROL 2

Issue Status 2

Protective Marking 2

Review History 2

Summary of Changes 2

Further Releases 2

CONTENTS

1 OVERVIEW OF THE DIFFERENT TIME PERIODS IN THE PLAN 7

1.1 Normal Working at the Office 7

1.2 After Invoking the BCP (Time Period 1) 7

1.3 Working at Recovery Site (Period 2) 8

1.4 Working at Alternative Premises (Period 3) 8

1.5 Return to Normal Operations (Period 4) 8

2 THE ECC AND THE RECOVERY SITE(S) 9

2.1 The Emergency Control Centre 9

2.2 The Recovery Site 9

3 RECOVERY PROCEDURES 10

3.1 Emergency Action Teams and Responsibilities 10

3.2 For the First Time Period (Immediately After the Disaster) 11

3.2.1 Times of Occurrence 11

3.2.1.1 During Quiet Hours 11

3.2.1.2 During the Working Day 11

4 PERIOD 1 12

4.1 Diagrams 13

4.1.1 Emergency Coordinator 13

4.2 Alternate Emergency Coordinator 14

4.3 Operations Team (Technical Services Staff) 15

4.4 Documented Processes 15

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4.4.1 Immediate Actions 15

4.4.1.1 Notification of the Readiness Team 16

4.4.2 Initial Readiness Team Procedures 17

4.4.2.1 Immediate Actions for the Emergency Coordinator 17

4.4.2.2 Immediate Actions for the Alternate Emergency Coordinator 18

4.4.2.3 Notification of the Board 18

4.4.2.4 Notification of Staff 19

4.4.2.5 Operations Team 19

4.5 For the Second Time Period (Working at the Contingency Site(s)) 19

5 PERIOD 2 20

5.1 Diagrams 20

5.1.1 Development Team 20

5.1.2 Finance Team 20

5.1.3 Operations 21

5.1.4 Product Team 22

5.1.5 Programme Office Team 22

5.1.6 Sales Team 23

5.1.7 Senior Management Team 23

5.2 Documented Processes 23

5.2.1 Immediate Actions 23

5.2.1.1 Team Functions 24

5.2.2 Business Functions 26

5.2.2.1 Invoices 26

5.2.2.2 Bank Balances and Other Financial Aspects 26

5.2.2.3 Payroll 26

5.2.2.4 Meetings 26

5.2.3 Salvage of Equipment and Files 27

5.2.4 Locating the Alternate Premises 27

6 PERIOD 3 AND 4 28

6.1 Diagrams 28

6.2 For the Third Time Period in the Disaster (Working at the Alternate Premises) 28

6.2.1 Re-furbishing Priority Areas 28

6.2.2 Migration from the Contingency Site 29

6.2.2.1 Computer Migration 29

6.2.2.2 Timing of the Migration 29

6.3 For the Fourth Time Period (Return to Normal Operations) 29

6.3.1 Procedures 29

PURPOSE OF THE APPENDIX 31

AUTHORITY TO ACTIVATE BCP 32

SERVICES AND APPLICATIONS TO BE RECOVERED 33

DIVERTING PHONE LINES 34

DIVERTING THE POST 35

Manual Collection 35

Re-direction 35

MINIMUM STAFF REQUIREMENTS FOR RECOVERY OPERATIONS (STAGE 1 AND 2) 36

INSURANCE 37

Technology Protection 37

Policy Details 37

Broker 37

Loss Adjuster 37

Office 37

Policy Details 37

Insured Perils 38

Broker 38

Loss Adjuster 38

SUPPLIER CONTACTS 39

LANDLORD AND COUNCIL ASSISTANCE 40

Advice Centres 40

Numbers to be Used During an Incident 40

EQUIPMENT NEEDED FOR INSPECTION OF DAMAGE 41

Equipment 41

Clothing 41

EVACUATION ASSEMBLY POINTS 42

Primary Assembly Point 42

Secondary Assembly Point 42

Off Site Assembly Point 42

BUILDING CONTACTS 43

Managers 43

On Site Building Manager 43

Control Centre (24 hour) 43

RECOVERY AND ECC SITE DETAILS 44

MANAGEMENT SUCCESSION LIST 45

DIRECTORS PERMITTED TO TALK TO THE PRESS 46

SAMPLE PRESS RELEASE 47

PRESS RELEASE RECIPIENTS 48

STAFF HOME NUMBERS 49

EMERGENCY NOTIFICATION LIST 555

READINESS TEAM EQUIPMENT TO BE BROUGHT AT DISASTER

DECLARATION 566

1 Overview of the Different Time Periods in the Plan

There are a number of diagrams in this section of the Business Continuity Plan (BCP). They are split into two sections:

- An overview of the location of staff at different points in the plan;
- Actions for the different nominated members of the Readiness Team in the different defined time periods of the invocation of the BCP.

The nominated positions are relevant to the post-holder at the time of the invocation of the plan – not necessarily the person previously nominated (i.e. the nominated person is not available). In the case of requiring the alternate to fill in, the succession lists are given by the nominated Alternates followed by the first nominated person in the team.

1.1 Normal Working at the Office

1.2 After Invoking the BCP (Time Period 1)

1.3 Working at Recovery Site (Period 2)

1.4 Working at Alternative Premises (Period 3)

1.5 Return to Normal Operations (Period 4)

2 The ECC and the Recovery Site(s)

2.1 The Emergency Control Centre

The Emergency Control Centre will be located at 18 Buttercup Mead, Biggleswade, SG18 8TT the designated location.

2.2 The Recovery Site

The Recovery Site will also be at the 18 Buttercup Mead designated location.

At the same time there will be systems running in Cardiff that would not be affected by an incident that affects the Biggleswade office. Some staff will be working from home or on client sites.

3 Recovery Procedures

This Plan is a set of recovery procedures that is the complete plan for recovering from a major disaster, in which there is substantial damage to the EBC offices requiring relocation for up to a month, or perhaps longer.

Operations will initially be transferred to the Recovery Site, and new premises will be located. This will house EBC for the period of rebuilding the existing EBC office, or where this is deemed impractical, the Alternate Premises which will become the new permanent EBC office.

The objective of this Plan is to ensure that all EBC employees know what to do in the case of an emergency of this magnitude, and that EBC is able to keep functioning throughout the effects of the disaster.

3.1 Emergency Action Teams and

Responsibilities

A number of emergency teams have been created to assist EBC in the process of recovery from a major disaster. The process of using teams means that there is no one single point of failure by having a member of employees missing at an inopportune moment.

The teams have been created by taking employees who have similar functional jobs in 'normal processing' and placing them into teams to perform those tasks in the recovery situation.

The following teams are proposed:

- Development Team;
- Finance Team;
- Operations Team;
- Product Team;
- Programme Office Team.
- Sales Team;
- Senior Management Team;

The purpose, responsibilities, and members of these Teams are described in this plan.

The Teams shall be activated selectively by the Emergency Coordinator and/or the Readiness Team according to the nature of the emergency. The Teams shall report to the Emergency Coordinator, or the Off-site Emergency Coordinator, if they are working off-site.

3.2 For the First Time Period (Immediately After the Disaster)

This is the first time period in any emergency, and it covers EBC immediate actions after the disaster is first reported to EBC employees (or is noticed by them) until operations are about to be commenced at the Recovery Site.

Note: This time period is expected to be the first 24 hours after the disaster occurs.

3.2.1 Times of Occurrence

If a disaster occurs that is serious enough to severely damage the EBC office, then it is certain that it will be noticed. The disaster may occur during the time that the building is occupied or it may occur in the quiet hours, whilst the building is unoccupied. The initial procedures are different and are both outlined below:

3.2.1.1 During Quiet Hours

Depending on who notices it, an alert will be placed to one of the emergency services (Fire or Police), who will investigate the alert. If there is a disaster, the Key Holders will be called.

3.2.1.2 During the Working Day

If an incident occurs during the working day the employees present will be aware of it.

4 Period 1

4.1 Diagrams

4.1.1 Emergency Coordinator

4.2 Alternate Emergency Coordinator

4.3 Operations Team (Technical Services Staff)

4.4 Documented Processes

4.4.1 Immediate Actions

A critical aspect of disaster recovery is the quick reaction of the Readiness Team. This requires immediate notification of appropriate personnel so that the Plan can be initiated as quickly as possible.

Note: At the earliest opportunity the Emergency Coordinator (or Alternate) should make the decision to invoke the Recovery Site. This will require knowledge of the incident. In some cases the information received is such that inspection of the offices is not required prior to invoking the Business Continuity Plan.

4.4.1.1 Notification of the Readiness Team

1. Immediately on advice of the incident, the Key Holder receiving the notification shall call the Emergency Coordinator, and advise him of the situation. (If the Key Holder reached is the Emergency Coordinator then the Key Holder will carry out step 5 next). All likely numbers that the Emergency Coordinator may be reached on are given in the Appendices (Staff Home Numbers);

2. If the Emergency Coordinator cannot be reached, the Alternate Emergency Coordinator or other members of the Readiness Team will be called until a member of the Readiness Team has been notified. The order of contacting them is given in the Plan Appendices (Emergency

Notification List);

3. The first member of the Readiness Team notified is responsible for notifying other critical members of the Readiness Team and to initiate action;

4. If the Emergency Coordinator has not yet been reached, the Alternate Emergency Coordinator, or the person listed next on the Emergency Notification List, shall assume full responsibilities of the Emergency Coordinator, until he has arrived and been fully briefed. The Emergency Coordinator or acting Coordinator will proceed to implement the contingency plans;

5. The initial action will be to assemble the team at the EBC office or another location close to the office so that an inspection of the building may take place. Depending on the severity of the incident, the Emergency Coordinator may need to contact the Building or Centre Manager or the Emergency Services to either determine the scope of the incident and cordon, or to obtain passes to the cordon area. The Emergency Coordinator shall advise other members of the Readiness Team of any location change by Mobile Phone prior to their arrival. Contact details for the Business and Centre Manager and the Local Authority are given in the Appendices (Landlord and Council Assistance).

6. All members of the Readiness Team contacted shall bring with them the equipment stipulated in the Appendices (Readiness Team Equipment to be brought at Disaster Declaration).

REMEMBER, IN A DISASTER RECOVERY SITUATION, TIME IS OF THE ESSENCE!

4.4.2 Initial Readiness Team Procedures

Once the Readiness Team has been notified, they must proceed to make an immediate assessment of the situation and to initiate appropriate actions.

1. If the Emergency Coordinator has enough information, he may well invoke the Plan prior to arrival at the EBC office. If this is the case, proceed to Step 3;
2. If the Plan has not been invoked, and all members of the Team are called together at (or near) the EBC office, they should make an assessment of the situation directly at the scene if possible, or if not, indirectly based on reported information from the notification sources;
3. Based on the Team's assessment of the situation, determine the severity of the problem, and decide on the appropriate action;
4. If the Readiness Team judges the emergency to be a major disaster, proceed to do the following:
 - Activate the Recovery Site (See the Plan Appendices – Recovery Site Details);
 - Activate the Emergency Control Centre;
 - Ensure that all EBC staff are aware of the situation;

These steps constitute activation of the contingency plans for a major disaster. Additional procedures are provided on the following pages for these tasks. N.B. If the emergency is not regarded as a major disaster, then the appropriate Plan will be implemented. In such case, selected staff may still be required and will be notified to take action. Activation of the Plan shall require retrieval of backup tapes (if appropriate) and establishing operations at the Recovery Site. These tasks will be carried out by the Operations Team. The Emergency Control Centre is at the Buttercup Mead, Biggleswade designated location. All Emergency Control Centre operations shall be carried out from there. If an alternate site is required then the Alternate Emergency Coordinator is responsible for selecting another location.

4.4.2.1 Immediate Actions for the Emergency Coordinator

The Emergency Coordinator must:

1. Determine if the presence of any member(s) of the Board not already involved, is required to support the initial emergency activities or contingency procedures;
2. The Emergency Coordinator should notify the Board.
3. The Emergency Coordinator should advise the Readiness Team briefly on what has happened, the current status, the plan of action, and the location and phone numbers of the Emergency Control Centre. The Emergency Coordinator should inform all members of the Board whether their presence is required and, if so, where and when;
4. The Emergency Coordinator shall appoint Board Members to start the process of advising the key business partners of the incident and ensure that adequate PR is in place to ensure that the situation impact is minimised.
5. The Emergency Coordinator shall ensure that all communication lines are diverted to the Emergency Control Centre (if applicable) or to the Recovery Site(s). See the Plan Appendices – Diverting the Phone Lines);
6. The Emergency Coordinator shall arrange the diversion of post from the EBC office to the Emergency Control Centre. See the Plan Appendices – Diverting the Post);

4.4.2.2 Immediate Actions for the Alternate Emergency Coordinator

When the Emergency Coordinator has declared a major emergency, the Alternate Emergency Coordinator will proceed to take all steps necessary to activate the Emergency Control Centre and make it fully operational.

1. The Alternate Emergency Coordinator is responsible for advising the designated employees to report to the Recovery Site and the Emergency Control Centre. The relevant Action Team leaders will advise the relevant staff;
2. All emergency personnel and organisations shall be notified of the location and telephone numbers of the Emergency Control Centre. A list of these is given in the Appendices (Staff to Travel to the Recovery Site, and Staff to Travel to the Emergency Control Centre and Press Release Recipients).

4.4.2.3 Notification of the Board

In the event of a major emergency the Board, if not already involved, must also be notified and apprised of the situation. The Board needs to know about the emergency and the current status of personnel, property, and so on.

4.4.2.4 Notification of Staff

The staff must be advised of the situation: The Emergency Coordinator must determine which staff are required for the relevant Recovery Teams; The Alternate Emergency Coordinator shall advise the staff of the situation. The timing of this notice will depend on the time of the incident, but they should all be advised in good time so that they do not attend the office but instead start their work day on the specific task allotted on a disaster scenario; Key staff shall have the Business Continuity Plan at home and is expected to be prepared to initiate appropriate action; Relevant staff will depart for the Recovery Site and the Emergency Control Centre.

4.4.2.5 Operations Team

1. Immediately the Emergency Coordinator has been advised of the Recovery Site location, the relevant Operations Staff shall be instructed to set out for the designated site(s);
2. Start the recovery process for all computer operations that are to be recovered. This will include liaison with the suppliers so that the email service can be reinstated as soon as possible. During the recovery process, all hardware in the Recovery Site shall be tested, and when the recovery process is complete, all hardware and software shall be fully tested to ensure that it is working correctly;

4.5 For the Second Time Period (Working at the Contingency Site(s))

This is the second time period in any emergency, and it covers EBC actions after the agreement of the availability of the Emergency Control Centre and the Recovery Site(s) until the medium to long term accommodation to replace the EBC office is located and commissioned (the Alternate Premises). Note : This time period is expected to be from the end of the Immediate Actions (1st day of disaster) up to the end of the first month after the disaster occurs (i.e. until the Alternate Premises are located and operations move there - this assumes that the return to Abacus House is not practical)

5 Period 2

5.1 Diagrams

5.1.1 Development Team

5.1.2 Finance Team

5.1.3 Operations

5.1.4 Product Team

5.1.5 Programme Office Team

5.1.6 Sales Team

5.1.7 Senior Management Team

5.2 Documented Processes

5.2.1 Immediate Actions

The actual timings of some of the immediate actions may be affected by external influences, and as such should be carried out as soon as practically possible, if immediate action is not possible. It is also possible that some functions must be carried out on account of the date of the disaster - i.e. Regulatory or Statutory deadlines. For this reason, this section is split between Team Functions and Business Functions. The Emergency Coordinator shall hold an initial co-ordination meeting for all EBC Staff that he designates. This shall be held at the Emergency Control Centre or an agreed location close to Gwent (or meetings at both locations). This shall take place prior to opening of business on the day after the disaster strikes if possible. The meeting will cover a briefing of the action to date, progress, discussion of any identified problems, and co-ordination of the contingency plans.

5.2.1.1 Team Functions

5.2.1.1.1 Development

1. The development process will just slow down. The Development Managers shall advise their clients of a possible slippage.
2. All developers can continue to work from home as soon as they have access to the corporate systems as they all have broadband access.
3. The Development Director shall direct their work as the situation unfolds.
4. If appropriate, some developers may work on client site.

5.2.1.1.2 Finance

1. The nominated member of the Finance Team shall move if required;
2. The Financial Controller shall be available to assist or advise where appropriate, though a single person can run the accounts function during this period so long as they have access to Sage Line 100 and the banking system;
3. The remainder of the Finance Team shall remain at home, and answer any routine matters from home if they can;

4. All information requests that require information from the Sage or other Finance Systems shall be dealt with at the Emergency Control Centre;
5. If complete Finance files are recovered during this period from Abacus House they shall be shipped to the Emergency Control Centre;
6. If incomplete files are recovered during this period from Abacus House the remaining embers of Finance shall attempt to reconstitute them at home;
7. All pay issues shall be carried out as normal if Xero is operational. If it is not, then all staff shall be paid what they were paid last month and any adjustments resolved when Xero is available again. A letter to all employees shall be sent to explain the situation, and advise them that any shortfall (or any other adjustments) will be made up as soon as possible;
8. Expenses shall be managed through a petty cash process if they are essential;
9. Accounts will continue to manage the cash flow of EBC during this period. This will include the process of all incoming and outgoing payments and the production of relevant management reports.

5.2.1.1.3 Operations Team

1. If the recovery of systems has not yet started, then it should be started for all computer operations that are to be recovered. This will include liaison with the suppliers so that the email service can be reinstated as soon as possible. During the recovery process, all hardware in the Recovery Site shall be tested, and when the recovery process is complete, all hardware and software shall be fully tested to ensure that it is working correctly;
2. Once this has been accomplished, the relevant members of the team will stay at the appropriate site(s) to support operations there, but they may be required to assist in salvage operations - when and if possible.
3. In addition to the salvage duties, the Technical Services staff will also have a responsibility for designing and planning the new computer systems required at the Alternate Premises. Suppliers of computer equipment currently used by EBC are listed in the Appendices (Service Supplier Contacts).

5.2.1.1.4 Product Team

1. The Product Director shall manage the Product Managers, who shall work from home during this period.
2. Communications with the office shall be through the Emergency Control Centre;
3. This team should have remote access to the office systems as appropriate.

5.2.1.1.5 Programme Office Team

1. The development process will just slow down so the Project Office Manager and the Project Managers shall do likewise. They should stay at home until required
2. The Training Consultants may carry on training on site if appropriate, otherwise they shall stay at home until required.
3. The Development Director shall direct their work as the situation unfolds.

5.2.1.1.6 Sales Team

1. The sales process can carry on but will need access at some point to the corporate systems to get details of meetings or other sales information;
2. The Sales Director shall direct their work as the situation unfolds.

5.2.1.1.7 Senior Management Team

1. The Senior Management Team will set management direction and make day to day decisions about running EBC in this period;
2. Some of the Directors will need to be 'glad handing' key customers during this period to assure them that recovery is underway.

5.2.2 Business Functions

5.2.2.1 Invoices

All invoices that are generated during this time shall be 'stand alone' invoices. They shall be stockpiled and retained safely until the Xerosystem is recovered. Once this has happened the stockpiled invoices shall be entered into the Accounting systems in accordance with the existing written procedures.

5.2.2.2 Bank Balances and Other Financial Aspects

If any bank balances are required by Finance then they shall be obtained by phone if the on-line systems are not available.

5.2.2.3 Payroll

If it is not possible to run the payroll on Xero of the exact pay requirements, then last months figures shall be used. A letter to all employees shall be sent to explain the situation, and advise them that any shortfall (or any other adjustments) will be made up as soon as possible.

5.2.2.4 Meetings

There are the facilities for holding meetings at the Emergency Control Centre and the Recovery Site, but this may not be appropriate for all meetings. Alternate meeting rooms may have to be arranged at some off site location. The meeting host shall be responsible for both arranging the alternate meeting location and ensuring that all attendees are aware of the revised location.

5.2.3 Salvage of Equipment and Files

Once it is possible to access the EBC office, EBC staff will evaluate the salvageability of the office equipment and files. Relevant EBC staff shall visit the EBC office to assist them recover what equipment and files are recoverable. This shall be coordinate by the Emergency Coordinator with the relevant Team Leaders. For files that cannot be recovered, the relevant 'owner' shall be responsible for contacting those whose documentation constituted the file and request a copy of the missing information. If the 'owner' is not available to do this, then the

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relevant Director shall nominate a substitute. It may be a requirement to rent short-term office storage for paper files in the event of an incident that structurally damages the existing EBC offices.

5.2.4 Locating the Alternate Premises

The Senior Management Team will be continuing their search, and will produce a short list for consideration. Once the Alternate Premises have been located, and the relevant paperwork signed, the Senior Management Team will supervise the refurbishment, re-fitting and decoration. This will be carried out with seconded team members from the relevant teams, as required.

6 Period 3 and 4

6.1 Diagrams

In periods 3 and 4 of the BCP all of the teams will be working as normally as possible. There are no diagrams for this time period as it is impossible to determine the exact requirements for these time periods.

6.2 For the Third Time Period in the Disaster

(Working at the Alternate Premises)

Once the Alternate Premises have been located, they must be equipped and refurbished and be made suitable for EBC occupation. This must be carried out, as soon as possible, as occupation of the Recovery Site with 'skeleton' working cannot be sustained for a prolonged period. To overcome this problem, an accelerated program of refurbishment should be undertaken if possible. If a multi-floor building is selected, there is benefit in refurbishing the priority areas first, and putting all employees in as small an area as possible, and then refurbishing the building floor by floor as required - thus allowing a phased move in to the Alternate Premises. The amount of refurbishment will depend on EBC requirements and the state

of the Alternate Premises.

Note: This time period is expected to be from the time of moving to the Alternate Premises until either the EBC office is available for occupation again, or the decision to make the Alternate Premises the new permanent EBC office.

6.2.1 Re-furbishing Priority Areas

The priority is to return EBC to full operational status. This can be achieved by restoring the functional areas as soon as possible, whilst operating computers in the Recovery Site, until they can be re-located to the Alternate Premises. During this period, there may still be employees who are 'hot-desking' to ensure that they can all fit into the available space. When the last of the refurbishment has been completed the last of the employees should be migrated to their 'real' location.

6.2.2 Migration from the Contingency Site

As there are only spaces for a small number of staff at the Recovery Site, a move from this site to the Alternate Premises is a priority. Once the Alternate Premises has the required computing facilities a move to the Alternate Premises should be undertaken.

6.2.2.1 Computer Migration

The EBC server replacement and a minimal network will have been installed at the Recovery Site. Once the Alternate premises is commissioned the EBC network must be installed. This may use some or all (or maybe none) of the original network. Once the new network is available, the backups from Recovery Site must be restored to the network, along with any files that have been created whilst contingency working was carried out at the Recovery Site. It is also essential to ensure that all information created on other PCs (e.g. home PCs or stand alone PCs) during this time is also restored to the network.

6.2.2.2 Timing of the Migration

The migration of the computers should be done whenever appropriate and bearing in mind business requirements. Rollback should be planned in case the move is not successful.

6.3 For the Fourth Time Period (Return to Normal Operations)

The following procedures are for returning to normal operations after emergency (contingency) operations. This may be either at the Alternate Premises, or after the return to the EBC office, after rebuilding and refurbishment, from the Alternate Premises

6.3.1 Procedures

□□When operations are transferred from the Recovery Site to the Alternate Premises, or from the Alternate Premises to the EBC office, employees shall be kept informed. This is the job of the Emergency Coordinator. All staff have an interest and a need to know what is happening. There

must be understanding and co-ordination of changes;

□□As the operations are transferred back, the Recovery Site operation shall very quickly be phased down. The Alternate Emergency Coordinator shall be responsible for leaving the Recovery Site, or the Alternate Premises, with all property and materials belonging to EBC, and to use due care and caution to protect all information, equipment and materials;

□□The Emergency Coordinator and Readiness Team shall be responsible for maintaining a full state of readiness during, and particularly after returning to, normal operations (at either the Alternate Premises or the EBC office). All staff shall be directed to return materials back to their proper off-site storage, including current backup tapes;

□□An official statement shall be made to all staff stating that the emergency is over and that operations are now, or are soon to be, returned to normal (either in the Alternate Premises or the EBC office). The Emergency Control Centre shall be deactivated;

□□The final activity of the recovery process, shall be the meeting and debriefing of the staff and the Board concerning the activities of the disaster recovery. The Emergency Coordinator shall be responsible for making sure that events, problems and solutions, etc., are documented;

□□Once the documentation has been completed, the Readiness Team can be deactivated. During the next review of the Plan, the Emergency Coordinator shall be responsible for ensuring that any lessons learned are incorporated into the Plan;

□□When, and if, the move from the Alternate Premises to the EBC office takes place, it shall be regarded as a 'normal office move'.

Purpose of the Appendix

These Appendices contain the information that may be volatile, in that it may change more often than the information that is in the actual plan itself. The plan refers to generics and uses the Appendices to give the specifics.

Authority to activate BCP

The following has the authority to activate the plan:

- Matt Masson;
- □□Named Directors.

Services and Applications to be recovered

Based on the information given by the respondents above, the order of recovering services and application to support the required functionality can be derived. The following services need to be recovered in the following timeframes:

Service

<=4 hrs

<=8 hrs

<=2 days

<= 1week

<= 2weeks

<= 1month

> 1month

- Phone
- Post
- Xero
- LAN
- WAN
- Desktop Applications
- Email
- File Servers

- Support
- Hubspot
- MS Visual Source Safe
- Intranet

Diverting Phone Lines

EBC does not have to wait for BT to switch the phone lines. In an emergency, Rod Lewis can perform this task himself. The phone lines should be all switched to the ECC.

Diverting the Post

Manual Collection

Any undelivered mail can be collected, in person, from the Delivery Office (DO) that services the office.

The mail may be collected from there in the short term, if required, but the person collecting it must be able to prove that they are who they say they are - i.e. that there is an authority in place to allow them to collect the mail for EBC. If the DO is also affected, then a call should be placed to the Post Office Customer Service Centre on 08457 740740, to obtain up-to-date information.

Re-direction

As soon as a disaster occurs, EBC can telephone the Post Office Customer Service Centre on 08457 740740, and get three months free re-direction to a location of their choice. This is implemented immediately, rather than waiting for the traditional ten-day notice period before the re-direction takes place. After three months, the service must be paid for. The re-direction address is: A PO Box will be established to cater for this. The actual timings of placing this call may be affected by external influences, such as the Customer Service Centre being only open during office hours, and therefore should be carried out as soon as practically possible.

Minimum Staff Requirements for Recovery Operations (Stage 1 and 2)

The following minimum staff were identified as being required to operate EBC at either the Emergency Control Centre / Recovery Site in the initial stage of the recovery process:

Operational Area Staff Required

Operations 2

Finance 1

Service Desk 1

Total 4

In addition to this the Readiness Team would probably be located at the ECC

Insurance

The following summarises EBC insurance coverage.

Technology Protection Policy Details

Strictly Private and Confidential
EBC Global, Abacus House, Caxton Place, Cardiff, United Kingdom, CF23 8HA
Tel: 01234 604 601 Email: contact@ebcglobal.co.uk

The details of the insurers are:

Insurers Policy No. Renewal Date

Broker

Who :

Phone :

Fax :

Contact :

Loss Adjuster

Who:

Phone :

Fax :

Contact :

Office Policy Details

The details of the insurers are: Insurers Policy No. Renewal Date

Insured Perils

The following are insured perils, under the policy:

- Office Contents;
- Public and Employers Liability;
- Loss of income and increased cost of working;
- Loss of money
- Personal accident (Assault);
- Legal expenses.

Broker

Who :

Phone :

Fax :

Contact :

Loss Adjuster

Who:

Phone :

Fax :

Contact :

Supplier Contacts

Attached is a complete list of EBC's suppliers:

Landlord and Council Assistance Advice Centres

Advice is available from the following sources:

Primary Number Contact (if known)

Numbers to be Used During an Incident

The numbers to be used during an incident::

Primary Number Contact (if known)

Equipment Needed for Inspection of Damage

Equipment

The following equipment should be stored off site and be used if inspection of the damaged premises is required.

- Camera (Polaroid) and films (or video camera);
- Asset register;
- Dictaphones;
- Building plans
- Pens (multi coloured);
- Writing pads.

Clothing

It should be noted that it may be a requirement, in order to inspect damaged buildings that staff attending possess the following:

- Stout shoes or boots;
- Hard hats;
- Protective eye wear;
- Protective gloves;
- Coveralls or overalls.

Evacuation Assembly Points

There are two nominated on-site assembly points for all evacuations from the Office, these are:

Primary Assembly Point

Strictly Private and Confidential
EBC Global, Abacus House, Caxton Place, Cardiff, United Kingdom, CF23 8HA
Tel: 01234 604 601 Email: contact@ebcglobal.co.uk

The primary assembly points are:

- Biggleswade Asda car park

Secondary Assembly Point

The secondary assembly points is:

- NA

Off Site Assembly Point

Note: This is stated to still be under discussion with Asda

Building Contacts

The building Contacts are:

Managers

Address Telephone Contact

On Site Building Manager

Name Number

Control Centre (24 hour)

Address Telephone Contact Pentwyn Centre (Control Centre)

Recovery and ECC Site Details

The Recovery and ECC Site will be at the Buttercup Mead, Biggleswade designated location. The location is advised after calling the toll free number provided with the agreement. All members of the readiness team have been issued with Buttercup Mead, Biggleswade cards which contain information relevant to invocation of the service including the Toll Free number to call.

Management Succession List

The Succession list for this is:

1. Matt Masson;
2. Richard Turner;
3. Hywel Williams;

Directors Permitted to Talk to the Press

The Directors permitted to talk directly to the Press are:

- Matt Masson;
- Richard Turner;

Sample Press Release

A sample announcement for a major incident is given below. The cause of the incident and the location of the Recovery Site must be inserted. Following [describe incident and insert here] EBC (EBC) have engaged their Business Continuity Plan and are fully

functional at their recovery site at:- [insert Recovery Site details here]

The communication details remain unchanged as:-

Telephone:-

Fax:-

E-Mail:-

During their time at this location a skeleton staff will be engaged to provide services as usual. (..... words)

Press Release Recipients

Company Name Contact Name Address Telephone Fax

Staff Home Numbers

Intentionally Blank

Emergency Notification List

The Emergency Notification List is the list of EBC staff that are to be called in a disaster, or potential disaster, situation. The ordering of the list is the order of notification. The order is as follows:

- Emergency Co-ordinator
- Alternate Emergency Co-ordinator;
- Directors.

Readiness Team Equipment to be brought at Disaster Declaration

At notification of a disaster, all members of the Readiness Team will bring with them the following:

- Copy of the Business Continuity Plan;
- Mobile phone plus car based charger or spare charged battery and charger;
- Keys for which member is a key holder. Depending on the extent of the damage, the following clothing may be required for initial inspection for determining whether to invoke the Plan or not.
- Stout shoes or boots;
- Hard hats;
- Protective eye wear;
- Protective gloves;

- Coveralls or overalls.