

IN THE CASE OF A DISASTER

1. Operations Manager to text staff (details on the staff contact list in pack) to give the instruction
 - "Don't come into Cranfield Innovation Centre because Please stay put until you hear back from us"

2. IT Manager to phone CIT (if IT issues they become part of the DR Team)

3. IT Manager to divert the office telephone number so that we can remotely pick up calls from clients (How To in BC pack)

4. Operations Manager to keep the Managing Director informed

5. Operational issues to be dealt with through the normal management structure:
 - Client /associate delivery – Operations Manager
 - Finance – Finance Manager

Section I - Introduction

We are a global consultancy and leader in the transfer and application of learning solutions in the following areas:

- Management and Leadership Development
- Executive Coaching
- Organisational Development

We recognise its reliance on electronic data and communication and accordingly has reviewed its ability to continue its business through a period where its ability to run normal day-to-day activities are affected by external factors. The objective of this Plan is to ensure that the business can continue to function even if disasters affect premises and systems.

We have taken significant steps to minimise the negative effect on its business from resources (systems, staff and/or premises) being unavailable.

Section 2 outlines key steps taken to reduce risk from disasters at Cranfield Innovation Centre, Cranfield.

Section 3 identifies and recommends a framework of actions and responsibilities to be implemented in the event of a disaster ranging from a technical failure to significant damage to the business infrastructure (buildings, technology and staff)

This document together with supporting schedules constitutes the Business Continuity plan. All business continuity documents are stored electronically in the folder: [S:\Infrastructure\Business Continuity Plan](#)

2. Notes / Background – minimising the risks

We have minimised risks to our business from disasters by taking the following actions.

Business critical systems back-up – there is a business continuity support solution in place with CIT to protect the critical IT servers. CIT Datto remotely backs up data on our servers at hourly increments and an image of the servers is taken daily.

Additional system back-ups are triggered manually and are stored on the server:

- SAP Business 1 – IT – daily backup
- Sage Accounts – Finance dept - weekly on Friday saved in S:\corporate\finance\backup
- Sage payroll – Finance dept – monthly when payroll is updated
- saved in S:\Finance\Backup\payroll

Telephone system – supported by CIT

Smartphones (iPhones) provide remote access to e-mail, Outlook calendars and Workbooks

Microsoft Remote Desktop – can be run from any computer to allow users secure access through our servers to email, SAP, files saved on Corporate etc.

Email continuity – in the event of either failure of Microsoft Exchange (email system) or non-access to our servers, access to any new inbound messages is available via a web browser as part of the data recovery service with CIT

Webmail – for users granted the appropriate permissions, emails can be accessed via a web browser through “Outlook Web Access” which allows access to e-mails from any computer/smartphone.

Internet/ISP – supplied from Kingston Communication through St Modwen, the managing agents of Cranfield Innovation Centre. We are dependent on St Modwen liaising with Kingston Communication to resolve any internet issues. If problems, contact Valerie Kidd – 01234 756000. See contact details for internet under Key contact details below.

Fire/Security – the security system is linked to a monitoring centre (CAMS fire and security). If alarm is triggered then CAMS contact Cranfield University security to check inside our offices and call police/fire service as necessary. Cranfield University security have mobile call-out numbers for the Operations Manager, IT Manager and Managing Director to inform of emergency and if necessary to phone CAMS to reset the alarm.

Post – if Cranfield Innovation Centre was inaccessible, our post could be delivered by Royal Mail to the University mail room to be collected by us. Alternatively post could be picked up from the local mail office in Bedford by us. For details, see separate sheet in the pack headed “Inbound mail”.

Staff – wherever possible, within the challenges of a small company environment, all key processes/tasks should be known by more than one person. Key processes are formally documented and an electronic copy stored on the server.

3. Disaster Recovery (“DR”) Procedures

Composition of DR Team

Each Team member has a specific support role in addition to general activities:

- Operations Manager - Lead
- IT Manager - IT & Comms
- Finance Manager - Finance

Initial Assessment

The first member of the DR team to be notified of the issue will gain as much information as possible and inform the remaining team members in order to make initial critical decisions:

- Identify the disaster(s) with input from other key staff/suppliers as appropriate
- Arrive at best solution
- Formulate action plan – press red button
- Communicate / allocate tasks amongst staff
- Monitor and amend plan accordingly

Immediate Actions

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3. IT Manager to divert the office telephone number so that we can remotely pick up calls from clients (How To in BC pack)

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5. Operational issues to be dealt with through the normal management structure:
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Information needed by the DR Team

The Team to keep a copy of DR Information pack (Appendix I) with them at all times (if necessary to have one copy at work and one at home). Ideally the home copy should be carried if away from the house.

Escalation procedure

Where a key system (Workbooks, SAP, e-mails, files on network, telephone, internet) becomes unavailable a downtime is expected to be:

- less than 1 hour – verbal and e-mail (if up) from IT Manager / Operations Manager to all staff notifying of problem. Follow up communication when sorted.
- more than 1 hour – “significant emergency” – convene DR Team

In the case of a significant emergency (includes where systems likely to be unavailable for more than 1 hour) the 3 members of the Incident Team will convene (virtually over the phone if necessary) to determine appropriate actions which include internal communication: The Managing Director will be kept briefed.

What are the implications of Internet/Email loss?

Check the scenarios and then advise staff accordingly.

Scenario	Email Type	Outlook		Webmail		Cloud Mail Security		iPhone
		In office	Out of office	In office	Out of office	In office	Out of office	
No internet access in the office	Emails already received	Y	Y	N	Y	N	N	Y
	New internal emails	Y	N	N	N	N	N	N
	New external emails	N	N	N	N	N	Y	N
Exchange is down	Emails already received	Y	Y	Y	Y	N	N	Y
	New internal emails	N	N	N	N	N	N	N
	New external emails	N	N	N	N	Y	Y	N
No internet access and exchange is down	Emails already received	Y	Y	N	Y	N	N	Y
	New internal emails	N	N	N	N	N	N	N
	New external emails	N	N	N	N	N	Y	N

Notes

If the internet is down in the office, staff can use smart phones with a 4G connection to access Cloud Mail Security and hence external emails.

Access to new emails is both for sending and receiving.

Appendices

Appendix I – DR INFORMATION PACK

The following information should be kept in each Pack (all documents are accessible in S: Corporate/Infrastructure/Business Continuity Plan:

- Business Continuity Plan
- Staff Contact List (personal home addresses, personal phone/mobile/e-mail addresses)
- Copy of internal telephone list
- Instructions to divert telephone lines (Office telephone system - how to Forward all incoming Calls)
- Remote Working for office staff – describes remote working
- Cloud Email Access – word doc - shortcut
- Useful Information - Access instructions / log-on passwords
- Inbound postal mail – pdf document
- Travel Delays – staff and Associates (2 documents) – off site pack only
- Staff location Map
- Scenario Mapping

Key documents/stationery

Insurance summary with emergency travel contact numbers (Business Travel insurance contact numbers.msg + Insurance Summary.pdf)

Finance documents held by the Finance Manager only:

- Supplier List and turnover paper printout from Sage (offsite copy only)
- Customer List and turnover paper printout from Sage (offsite copy only)
- Barclay Bank cards / AIB digipasses with access and passwords

Service	Contact name	Telephone	e-mail	Address	Details/references
IT & DR support					
CIT	Helpdesk (Wooburn Green)	01628 552 855	wgsupport@complete-it.co.uk	7 The Courtyard Glory Park Wooburn Green Bucks, HP10 0DG	
	Adam Phelps Addition Contact Details: Peterborough Office	07850 922 208 01733 306633	adam.phelps@complete-it.co.uk	22B Tesla Court Innovation Way Lynch Wood Peterborough Cambs, PE2 6FL	
Application support					
SAP	Codestone Support	0370 334 4000		Codestone House 2 Nuffield Road Poole, Dorset BH17 0RB	
	Ben Gray	07964 911224	bg@codestone.net		
Sage accounts	support	0845 111 5555			ref: FH47630, version v19 Sage 50 2013
Sage payroll (UK)	support	0845 111 5555			ref: PH31393 v18 Sage 2012

Service	Contact name	Telephone	e-mail	Address	Details/references
Cloud Mail Security	CIT (see above)				This is to give access as web mail to all inbound messages from when Exchanger server is down. Will allow us to send external emails.
Internet	Valerie Kidd	01234 756001	Val.kidd@StModwen.co.uk	Cranfield Innovation Centre University Way Cranfield Technology Park MK43 0BT	Internet is provided by Kingston Communication but via St Modwen
Telephone calls	BT Customer service Angie Bent	0800 777 666 01908 524551 M 07435 974405	angie.bent@btlocalbusiness.co.uk	https://www.bt.com/cmp/hub.do	A/c No: VP45760270
Mobile/smart phones	CMC A/c Manager – Sascha Ross	01908 787657	sross@c-m-c.co.uk	11 Wharfside Business Park Fenny Stratford, MK2 2AZ	www.cmccommunications.co.uk

Service	Contact name	Telephone	e-mail	Address	Details/references
Cranfield Innovation Centre					
Cranfield Innovation Centre		01234 757575			Cranfield Innovation Centre, University Way, Cranfield Technology Park, Bedfordshire MK43 0BT
Cranfield Innovation Centre managing agent	St Modwen – Reception Val Kidd	01234 756000 01234 756001 07720 469198	Val.Kidd@StModwen.co.uk	Innovation Centre MK43 0BT	
Security	Cranfield University Security	01234 750111 x 2200	security@cranfield.ac.uk	Cranfield University	
Building maintenance	See managing agent				
Alarm system	CAMS – Service Engineers out of hours	01438 737963 0844 879 1084		6 Wedgewood Court Stevenage, SG1 4QR	
Electricity	See managing agent				
BT lines	ISDN 30 Service	0800 679 079			
Travel					
Highways Agency	National Switchboard	08459 556575	highways@centralbedfordshire.gov.uk highways.faults@centralbedfordshire.gov.uk	Manton Lane Manton Industrial Est Bedford MK41 7LW	
Service	Contact name	Telephone	e-mail	Address	Details/references
Finance					



Barclays	Trisha Merry	07775 551020	Trisha.merry@barclays.com		For account details etc – see page below
	Henry Kadango	01908 454002	henry.kadango@barclays.com		
Barclaycard					See details below
AIB Visa card	Coy no: 0083338	00 353 1668 5500	£10,000 limit		<div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 80px; height: 15px;"></div>

Service	Contact name	Telephone	e-mail	Address	Details/references
Insurance & Health					
Insurance broker	Andrew Perkins (Corporate Director)	01604 630003	andrew.perkins@oconnorinsurances.co.uk	O'Connor & Company Fairfield House 16 Billing Road Northampton NN1 5AW	Personal Accident and Group Travel (Chartis – Policy No. LEA10502058) Directors and Officers Liability (Boardroom Exec) – Policy No. BEA0033003259
	Danuta Osler (Account Manager)	01604 258725	danuta.osler@oconnorinsurances.co.uk		
	Stuart Skelton (Claims Manager)	01604 258714			
	Salv Guerriero (Claims Handler)	01604 258707			
Insurance broker	Karen Sewell	T:01494 455 650	KarenSewell@mrib.com	MRIB Ltd Eagle House 25 Amersham Hill High Wycombe Bucks HP13 6NU	Public Liability (CFC Underwriting – Policy No. PSC00055978; Employer's Liability (CFC Underwriting – Policy No. PSC00055978); Professional Indemnity (CFC Underwriting – Policy No. PSC00055978)
	Paul Kingsbeer (Relationship Manager)	F: 01494 463702			
	Clair Giebel				

Broker for Healthcare	Donna Roberts Senior Account Manager, Alpha Healthcare	01908 605920	donna@alphahealthcare.co.uk	The Alpha Healthcare Consultancy The Kudos Buildings, 3 Harrison Close Knowlhill Milton Keynes MK5 8PA	Group Healthcare Scheme (Simplyhealth – Policy No. 18662)
BUPA Wellbeing		0800 269 616	eap@bupa.com		Employee Assistance
Miscellaneous					
DHL courier	Phil Bradshaw	01332 817520	DHL.com		a/c no: 130451026
Post Office		01234 221045			Local Bedford mail office
Website	land I Internet Ltd		https://admin.landl.co.uk		Hosting. Ref account number 19206037

Appendix 2 – staff contact list and contingency

List of staff contact details maintained and updated by HR.

Contingency:

1. Administration staff: short to medium term shortages are covered internally by the team. Long term (i.e. more than 1 year) will be covered by recruitment
2. Delivery and design staff: short to medium term shortages are covered by the long established network of 100 vetted and audited associates covering all disciplines: design, delivery, coaching, and mentoring. These are managed by the Operations Manager and can be used at short notice.
3. As we do not use sub-contractors no provision is made here.

Appendix 3 – guidance note to staff (also stand alone doc in Stationery/Staff and Assoc docs)

Business Continuity Planning

Our most likely disruption to normal working practice is disruption due to adverse weather. As part of our planning here is some advice for all staff. In these circumstances we may often know in advance or can plan for a worst case scenario to minimise the impact on day to day work. It is always our preference that core business is conducted from the offices, however we have set up secure remote access for all staff to maintain key activities in difficult times. In order to manage the situation you may also be asked to do additional tasks, whether from home or office, to ensure the business can operate as close to normal as possible.

Advice to staff

- If the following day's weather looks problematic (snow/ice) then expect a text from the Operations Manager in the evening or early morning and act in accordance with her instructions
- If you have a company laptop always take it home (unless you have an alternative at home that can support remote access)
- Ensure you have a copy of mobile telephone numbers at home
- All staff with internet access and a computer at home will already have been given instructions on how to get into the IT systems from home. Please ensure when connected you do not leave your PC/laptop unattended if there are other people in your home.
- Remember the guidelines on data security and client confidentiality should be maintained wherever you are working e.g. do not leave documents/files in cars, ensure all items taken from the office are returned, any files copied on to home PCs should be deleted when no longer required.