London Borough of Enfield

Business Continuity Plan

Community Alarm Service

November 2006

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Approved by: Helen Martin  5.3.2007

Document Title: Community Alarm Service
Version Number: 0.1
Date of Next Review: November 2007

This business continuity plan is subject to ongoing change and will be updated as and when required.
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<thead>
<tr>
<th>Copy Number</th>
<th>Name</th>
<th>Position</th>
<th>Organisation</th>
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<tbody>
<tr>
<td>1</td>
<td>Roy Morgan</td>
<td>Head of CSC &amp; CAS</td>
<td>LBE</td>
</tr>
<tr>
<td>2</td>
<td>Elaine Gibson</td>
<td>Manager of CAS</td>
<td>LBE</td>
</tr>
</tbody>
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1. **Plan Introduction**

1.1. **Scope**

This plan covers the response and recovery operations of the Community Alarm Service of the London Borough of Enfield (LBE). This plan contains information that is crucial to the response to and recovery from a crisis situation.

1.2. **Definitions**

For the **purposes** of this plan, an **emergency** is defined as an incident that:

- has **caused** or has the potential to cause personal injury or damage to property or the environment and;

- has a serious impact on the functioning of critical LBE activities.

A **Crisis** is any significant disruption to the authority's business that is likely to generate news coverage and may adversely impact: our employees, customers, suppliers, and other stakeholders, through the effect on the services provided by LBE.

1.3. **Objectives**

The key objectives of this plan are to:

a) Ensure that unit staff are aware of how to activate this plan
b) Define escalation routes
c) Ensure that the immediate response to a crisis is comprehensive
d) Provide guidance during the Resumption and Recovery Phases of a crisis
e) Detail critical resources that may be required to respond to a crisis

1.4. **Assumptions**

The ability of this plan to assist in the recovery from a crisis is based on the following assumptions.

a) There will be adequate staff and they are willing to continue work
b) Any critical resources, materials or equipment are available and serviceable
c) Any alternative work locations will be available for use
d) Communication links will be available
2. Team Information

2.1. Team Composition

Community Alarm Service

<table>
<thead>
<tr>
<th>Role</th>
<th>Primary Personnel</th>
<th>Deputy Personnel</th>
<th>Deputy Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager</td>
<td>Elaine Gibson</td>
<td>Debbie Daley</td>
<td>Sharon Strachan</td>
</tr>
</tbody>
</table>


2.2. Team Roles

The roles of the LBE Community Alarm Service (CAS) are detailed in the Business Continuity Manual.

The team is responsible for carrying out the following:

- Ensure staff and customer safety
- Co-ordination of resources to resume and recover the critical processes
- Co-ordination of resumption and recovery operations
- Providing updates at required times to GOLD TEAM
- Escalation of serious issues to the GOLD TEAM

3. Plan Activation Information

3.1. Criteria

This plan should only be activated in the following circumstances:

- Where staff safety is at risk
- When the Senior Manager deems it prudent
- In the event of a localised situation where it would be of benefit to LBE
- Where a critical process has been disrupted
3.2. **Activation**

Once the activation of this plan is authorised the designated or deputy plan leader must be informed. The Plan Leader will decide on the staff to be alerted and those that will be put on Stand-by. Once practicable the local GOLD TEAM is to be informed.

The Checklist (Section 5) and the Tasks and Procedures (Section 6) will reflect the above actions.

3.3. **Activators**

The following personnel are authorised to activate this plan.

<table>
<thead>
<tr>
<th>Role</th>
<th>Primary Personnel</th>
<th>Deputy Personnel</th>
<th>Deputy Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAS</td>
<td>Elaine Gibson</td>
<td>Sharon Strachan</td>
<td>Debbie Daley</td>
</tr>
</tbody>
</table>

3.4. **Current Strategy**

The following strategy is in place for each type of critical process disruption

<table>
<thead>
<tr>
<th>Process/Service Centre</th>
<th>Primary Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Handling</td>
<td>Access Denial: Send all staff immediately to disaster recovery site – xxxxxxx</td>
</tr>
<tr>
<td></td>
<td>Loss of Staff: Obtain from agency and commence emergency training</td>
</tr>
<tr>
<td></td>
<td>Loss of IT: Move to disaster recovery. Contact Jontek (4 hour response expect to be operational within the 4 hour period.</td>
</tr>
<tr>
<td></td>
<td>Loss of Functionality: Send all staff immediately to disaster recovery site – xxxxxxx</td>
</tr>
<tr>
<td>Mobile Warden Response</td>
<td>Access Denial: Base at disaster recovery site. Longer term base in xxxx or work from home</td>
</tr>
<tr>
<td></td>
<td>Loss of Staff: Employ agency staff and train to respond to emergencies only</td>
</tr>
<tr>
<td></td>
<td>Loss of IT: Move to disaster recovery.</td>
</tr>
<tr>
<td></td>
<td>Loss of Functionality: Send all staff immediately to disaster recovery site – xxxxxxx</td>
</tr>
</tbody>
</table>

3.5. **Staffing Information**

The following table illustrates how staffing levels for critical processes/activities may be increased over time. This is for guidance only and is based on a ‘worst case’ scenario, where functionality is disrupted for a considerable period.

<table>
<thead>
<tr>
<th>Process/Service Centre</th>
<th>Staffing levels over days</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Normal</td>
</tr>
<tr>
<td>Call Handling</td>
<td>5</td>
</tr>
<tr>
<td>Mobile Response</td>
<td>8</td>
</tr>
</tbody>
</table>

4. **Escalation**

4.1. **Overview**

To ensure that actions are not duplicated and reduce confusion there is a need to maintain strict escalation policy in a crisis situation. CAS Team should only liaise with the GOLD TEAM and departments similarly affected by the situation.
The key protocol is that teams should only talk directly to team one above or one below them. Therefore, if the CASTeam wants information from an incident site, they should contact the GOLD TEAM in the first instance to be briefed on the situation.

If the situation requires the team can disregard this protocol, but must remember to notify the managing team of what has been carried out.
5. Checklist

1. EMERGENCY RESPONSE

1.1 Immediate action

1.1.1 If evacuating ensure CAS Team ‘Grab Bag’ is collected

1.1.2 Carry out staff roll call at Assembly Area

1.1.3 If affected by a serious disruption to a critical process

1.1.4 Confirm situation Report(s)

1.1.5 Notify DMT of situation

1.1.6 Log all information

1.1.7 Carry out impact assessment

1.1.8 Evaluate situation based on information

1.2 Initiate standby alert

1.2.1 Alert team members

1.2.2 Re-Assess situation

1.2.3 Keep staff informed

1.3 Initiate Alerts

1.3.1 Alert team members

1.3.2 Move preparation team to WAR site, when informed it is available

1.3.3 Monitor situation

1.3.4 Authorise Team Leaders to carry out recovery and resumption tasks

2. CRITICAL BUSINESS AREA RESUMPTION

2.1 Prior to staff arrival at DR site

2.1.1 Continue to monitor situation

2.1.2 Decide on Resumption actions to be taken

2.1.3 Notify critical staff of where and when they are to attend

2.1.4 Notify non-critical staff of the situation

2.1.5 Decide on need for CAS Team shift working

2.1.6 Formulate daily update schedule

2.2 Establish recovery site

2.2.1 Send Start-up personnel to WAR site

2.2.2 Continue to monitor situation

2.2.3 Notify staff WAR site is available

2.2.4 Continue to provide guidance and advice

2.3 Resume business

2.3.1 Monitor resumption operations at WAR site

2.3.2 Continue to monitor situation

2.3.3 Monitor all serious business issues

2.3.4 Decide on the recovery of Support Services
3 SUPPORT BUSINESS AREA RECOVERY

3.1 Return to normality

3.1.1 Continue to monitor situation

3.1.2 Decide on Recovery actions to be taken

3.1.3 Notify Recovery Staff of where and when they are to attend

3.1.4 Continue to monitor all serious business issues

3.1.5 Review options for relocation, if required

3.1.6 Review site migration plan, if required

4 SITE RESTORATION

4.1 Interim site migration

4.1.1 Continue to monitor situation

4.1.2 Decide on actions to be taken, to occupy interim site

4.1.3 Continue to monitor all serious business issues

4.2 Home site restoration

4.2.1 Continue to monitor situation

4.2.2 Decide on actions to be taken, to re-occupy home site

4.2.3 Continue to monitor all serious business issues

4.2.4 Maintain cover at interim site until home site is operational

5 INCIDENT RESOLUTION

5.1 DOCUMENTATION

5.1.1 Designate resolution project manager

5.1.2 Collect all logs/diaries

5.1.3 Collect all other documents

5.2 INSURANCE

5.2.1 Ensure that a manager has been appointed to manage insurance issues

5.3 LEGAL

5.3.1 Ensure that any legal issues arising are dealt with

5.4 REGULATIONS/COMPLIANCE

5.4.1 Compliance Leader to report recovery to regulator

5.5 DE-BRIEFING

5.5.1 Carry out staff de-brief on the incident
6. Tasks and Procedures

1 EMERGENCY RESPONSE

1.1 Immediate action

1.1.1 If evacuating ensure CAS Team ‘Grab Bag’ is collected
Collect the Cas Team ‘Grab Bag’ from the control room. If this is not possible, spares are held at: - (1) Disaster recover site xxxxxx

1.1.2 Carry out staff roll call at Assembly Area
Ensure that all staff are accounted for. Report any ‘unaccounted for’ personnel to the Principal Evacuation Officer. Once staff are accounted for, they may disperse, but must give details of their whereabouts to the Team leader.

1.1.3 If affected by a serious disruption to a critical process
Ascertain whether the reason for the disruption is restricted to this Service Centre. If the disruption could have major repercussions notify a person on the list below, and brief them on the situation.

<table>
<thead>
<tr>
<th>Name</th>
<th>Extension</th>
<th>Mobile or Home No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elaine Gibson</td>
<td>6504</td>
<td>xxx</td>
</tr>
<tr>
<td>Debbie Daley</td>
<td>6507</td>
<td>xxx</td>
</tr>
<tr>
<td>Sharon Strachan</td>
<td>6507</td>
<td>xxx</td>
</tr>
</tbody>
</table>

1.1.4 Confirm situation Report(s)
Verify situation reports and ensure that staff are aware of the situation.

1.1.5 Notify DMT of situation
Notify the Directorate Management Team (DMT) of the situation and ask for guidance on the actions to take.

<table>
<thead>
<tr>
<th>Name</th>
<th>Extension</th>
<th>Mobile or Home No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kate Robertson</td>
<td>4431</td>
<td>xxx</td>
</tr>
</tbody>
</table>

1.1.6 Log all information
Begin logging all information to do with the emergency. Time and log phone calls and messages together with any action requests received or sent.

1.1.7 Carry out impact assessment
Evaluate the latest reliable information and assess how the situation will impact on the critical services provided.

1.1.8 Evaluate situation based on information
Decide whether there is a need to escalate the alerts at this stage. Review the current strategy to ensure it is workable/feasible, based on the evaluation of the current situation. Discuss situation with DMT, if available/appropriate.
1.2 Initiate standby alert

1.2.1 Alert team members
Notify core CAS team members of the situation and where they may be needed to attend and when. Ensure that GOLD TEAM is aware of the situation, if not already in contact with them.

<table>
<thead>
<tr>
<th>Name</th>
<th>Attendance location</th>
<th>Required</th>
<th>Notified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elaine Gibson</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debbie Daley</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sharon Strachan</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1.2.2 Re-Assess situation
Decide whether the situation is stable, improving or worsening. If worsening go to 1.3.1?
The wCAS Team will continue to:
- Receive updates on the situation from staff and DMT
- Determine whether to increase the CAS membership
- Update GOLD TEAM/DMT on decisions

1.2.3 Keep staff informed
Inform staff that may be required to respond of the current situation and when they will be informed that they are required. Media Team will keep staff notified of the situation. Inform staff at home to stay there and await information updates.
1.3 Initiate Alerts

1.3.1 Alert team members
Notify core CAS Team members of the situation and where they need to attend and when. Ensure that GOLD TEAM is aware of the situation, if not already in contact with them.

<table>
<thead>
<tr>
<th>Name</th>
<th>Attendance location</th>
<th>Required</th>
<th>Notified</th>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Debbie Daley</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sharon Strachan</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1.3.2 Move preparation team to WAR site, when informed it is available
Move key members of the team to the Work Area Recovery site (WAR). They will be required to set up the location prior to the arrival of the majority of the team.

1.3.3 Monitor situation
Decide whether the situation is stable, improving or worsening.
The CAS Team will continue to:

- Receive updates on the situation from GOLD TEAM/DMT
- Determine whether to increase the CAS membership
- Update GOLD TEAM/DMT on decisions
- Monitor the teams morale and stress levels

1.3.4 Authorise Team Leaders to carry out recovery and resumption tasks
Provide authority to specialist team leaders.

<table>
<thead>
<tr>
<th>Name/Team</th>
<th>Authority</th>
<th>V</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sharon Strachan/</td>
<td>Recruit temp staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debbie Daley</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elaine Gibson</td>
<td>Purchase necessary replacement equipment.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

V = Verify final decisions  
C = Complete Authority
2 CRITICAL BUSINESS AREA RESUMPTION

2.1 Prior to staff arrival at DR site

2.1.1 Continue to monitor situation
Monitor whether the situation is stable, improving or worsening.
The CAS will continue to:
- Receive updates on the situation from GOLD TEAM/DMT
- Determine whether specialist advice is required
- Monitor the team’s morale and stress levels

2.1.2 Decide on Resumption actions to be taken
Check with the GOLD TEAM/DMT on the staff space that is available and when key IT and equipment will be available. Review the following:
- Processes that will be resumed
- Staff numbers that are required
- Manual processes that may be required prior to IT systems becoming available
- Information to be given to non-critical staff
- Review need for staff transport

2.1.3 Notify critical staff of where and when they are to attend
Notify critical staff where they are to attend and when. Give them access details and inform them what they need with them. If there are no refreshments on site, inform them they should consider bringing their own refreshments, until arrangements are made.

2.1.4 Notify non-critical staff of the situation
Ensure that all non-critical staff are aware of the situation and how they should gain information on the situation. Notify them of emergency numbers that they may require such as Human Resources and Finance. Assure them that they will return to work as soon as the current situation has been resolved.

2.1.5 Decide on need for CAS Team shift working
Decide whether the CAS Team will need to continue working in excess of 12 hours per day. If this is the case prepare to split the team in a way that ensures that the CAS Team members remain refreshed. Two nine-hour shifts will give 16 hours of coverage each day, from 06:00 to 22:00 with a one-handover debriefing session.

2.1.6 Formulate daily update schedule
Decide when daily meetings will be held and create rota of team leaders to ensure continuity of recovery.
2.2 Establish recovery site

2.2.1 Send Start-up personnel to WAR site
If required notify Start-up personnel where and when they should attend. They will need to prepare the site prior to the WAR space being ready for all staff.

2.2.2 Continue to monitor situation
Monitor whether the situation is stable, improving or worsening.
The CAS will continue to:
- Receive updates on the situation from GOLD TEAM/DMT
- Determine whether specialist advice is required
- Monitor the teams morale and stress levels

2.2.3 Notify staff WAR site is available
If not already carried out or once notified by GOLD TEAM/DMT or Start-up personnel that the WAR site is ready, notify critical staff to attend the site.

2.2.4 Continue to provide guidance and advice
Continue to provide guidance to the GOLD TEAM/DMT and staff, as necessary.

2.3 Resume business

2.3.1 Monitor resumption operations at WAR site
Monitor the WAR site and ensure that the resumption of critical processes is proceeding to plan. Where issues are delaying the process, they should be escalated, if they cannot be resolved within the team.

2.3.2 Continue to monitor situation
Monitor whether the situation is stable, improving or worsening.
The CAS will continue to:
- Receive updates on the situation from GOLD TEAM/DMT
- Determine whether specialist advice is required
- Update GOLD TEAM/DMT on strategic decisions and media issues
- Monitor the teams morale and stress levels

2.3.3 Monitor all serious business issues
Review any major issues raised by the GOLD TEAM/DMT that involve:
- Reputation
- Staff safety
- Customer satisfaction
- Service delivery
- Other serious issues

2.3.4 Decide on the recovery of Support Services
Regularly review the situation and decide when it will be appropriate to recover the critical support functions. There will be a need to liaise with the GOLD TEAM/DMT over the need to recover the function and the implications of not recovering. The GOLD TEAM/DMT are responsible for managing the priorities of business recovery and will be considering ‘seasonal’ issues.
3 SUPPORT BUSINESS AREA RECOVERY

3.1 Return to normality

3.1.1 Continue to monitor situation
Monitor whether the situation is stable, improving or worsening.
The CAS Team will continue to:

- Review the progress of the Resumption operations
- Receive updates on the situation from GOLD TEAM/DMT
- Determine whether specialist advice is required
- Monitor the teams morale and stress levels

3.1.2 Decide on Recovery actions to be taken
Check with the GOLD TEAM/DMT on the staff space that is available and when key IT and equipment will be available. Review the following:

- Processes that will be recovered
- Processes that are being supported
- Staff numbers that are required
- Equipment required

3.1.3 Notify Recovery Staff of where and when they are to attend
If not already carried out, or once notified by GOLD TEAM/DMT that space is available, notify critical staff to attend the site. Inform them of any special arrangements they should be aware of, at the site.

3.1.4 Continue to monitor all serious business issues
Review any major issues raised by the GOLD TEAM that involve:

- Reputation
- Staff safety
- Customer satisfaction
- Service delivery
- Other serious issues

3.1.5 Review options for relocation, if required
In the event that there is a long-term Access denial issue, together with the GOLD TEAM/DMT, review the options available, taking account of future organisational shape and improvements that may be introduced early.

3.1.6 Review site migration plan, if required
In the event that the original site is unusable - review the site migration plans submitted to the GOLD TEAM/DMT by the Facilities team.
4 SITE RESTORATION

4.1 Interim site migration

4.1.1 Continue to monitor situation
Monitor whether the situation is stable, improving or worsening.
The CAS Team will continue to:

- Review the progress of the Resumption operations
- Receive updates on the situation from GOLD TEAM/DMT
- Determine whether specialist advice is required
- Monitor the teams morale and stress levels
- Liaison with Site Restoration Team

4.1.2 Decide on actions to be taken, to occupy interim site
Check with the GOLD TEAM/DMT on the staff space that is available and when key IT and equipment will be available. Review the following:

- Processes that will be recovered
- Processes that are being supported
- Staff numbers that are required
- Equipment required

4.1.3 Continue to monitor all serious business issues
Review any major issues raised by the GOLD TEAM that involve:

- Reputation
- Staff safety
- Customer satisfaction
- Service delivery
- Other serious issues
4.2 Home site restoration

4.2.1 Continue to monitor situation

Monitor whether the situation is stable, improving or worsening.

The CAS Team will continue to:
- Review the progress of the Resumption operations
- Receive updates on the situation from GOLD TEAM/DMT
- Determine whether specialist advice is required
- Monitor the teams morale and stress levels
- Liaison with Site Restoration Team

4.2.2 Decide on actions to be taken, to re-occupy home site

Check with the GOLD TEAM/DMT on the staff space that is available and when key IT and equipment will be available. Review the following:
- Processes that will be recovered
- Processes that are being supported
- Staff numbers that are required
- Equipment required
- Liaise with Facilities over move issues

4.2.3 Continue to monitor all serious business issues

Review any major issues raised by the GOLD TEAM that involve:
- Reputation
- Staff safety
- Customer satisfaction
- Service delivery
- Other serious issues

4.2.4 Maintain cover at interim site until home site is operational

Ensure that key staff remain at the interim site prior to being notified that the home site is operational. As with many moves there can be delays with services being provided, and therefore, full vacation should not be undertaken until checks have been made to ensure all critical services are available.
5 INCIDENT RESOLUTION

5.1 DOCUMENTATION

5.1.1 Designate resolution project manager
Ensure that the GOLD TEAM has appointed a project manager to manage the Incident Resolution procedures.

5.1.2 Collect all logs/diaries
The GOLD TEAM appointed project manager will be responsible for collating all the logs/diaries that have been compiled though the incident. These documents will need to be indexed and retained for a minimum of 10 years for possible evidentiary procedures.

5.1.3 Collect all other documents
Ensure that the GOLD TEAM appointed project manager collates all other documents that have been compiled though the incident. These may include:
- Statements
- Meeting minutes
- Expense claims
- Invoices
- Etc.

These documents will need to be indexed and retained for a minimum of 10 years for possible evidentiary procedures.

5.2 INSURANCE

5.2.1 Ensure that a manager has been appointed to manage insurance issues
The GOLD TEAM are responsible for designating a manager to deal with all insurance issues arising from the incident.

5.3 LEGAL

5.3.1 Ensure that any legal issues arising are dealt with
The GOLD TEAM Legal member will be responsible for dealing with any legal issues arising from the incident. The project manager will provide all necessary documentation.

5.4 REGULATIONS/COMPLIANCE

5.4.1 Compliance Leader to report recovery to regulator
The Compliance Leader will report complete recovery of LBE to the regulator. Communication will be passed to all affected business units stating that all waivers, in place during the incident, are now rescinded.

5.5 DE-BRIEFING

During this activity ensure that everyone is heard and that lessons learnt are documented and future planning is improved

5.5.1 Carry out staff de-brief on the incident

Ensure that a complete de-briefing process takes place with staff to ensure that lessons are learnt and mistakes rectified. Remember this is an operational de-brief not a counselling exercise.
### Annex 1 – Glossary of Terms

<table>
<thead>
<tr>
<th>Term or Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>BC</td>
<td>Business Continuity</td>
</tr>
<tr>
<td>BCM</td>
<td>Business Continuity Management</td>
</tr>
<tr>
<td>BU</td>
<td>Business Unit</td>
</tr>
<tr>
<td>Business Unit Recovery Site Team (BURST)</td>
<td>The team responsible for the initial preparation works at the Work Area Recovery Site(s) prior to staff arrival.</td>
</tr>
<tr>
<td>Crisis Management Team (CMT)</td>
<td>The Strategic decision-making team. Equates to a ‘Gold’ team in Emergency Planning</td>
</tr>
<tr>
<td>CP</td>
<td>Control Point - The preferred location for the IMT leader.</td>
</tr>
<tr>
<td>Damage Assessment Team (DAT)</td>
<td>This team is responsible for carrying out the physical assessment of an affected site and relaying their findings to the GOLD TEAM and CMT via the IMT.</td>
</tr>
<tr>
<td>Designated Recovery Sites</td>
<td>These are the locations from which business activities will be conducted after the Recovery Plans have been invoked.</td>
</tr>
<tr>
<td>Directorate Management Team (DMT)</td>
<td>An operational decision-making team. The team is responsible for ensuring that the business resumption and recovery operations of each directorate are carried out. Dependent upon the scale of the crisis, this team may be incorporated within the GOLD TEAM or may be a separate team working alongside the GOLD TEAM.</td>
</tr>
<tr>
<td>Disaster Recovery Site</td>
<td>The location to deal with telecommunication and data links diverted from the affected production site and to accommodate LBE business units and/or support services.</td>
</tr>
<tr>
<td>DR</td>
<td>Disaster Recovery – refers to BCM for Information Technology recovery</td>
</tr>
<tr>
<td>Emergency</td>
<td>An incident that has caused, or has the potential to cause personnel injury, damage to property or the environment and has a serious impact on the functioning of LBE.</td>
</tr>
<tr>
<td>Emergency Teams</td>
<td>Any team that has a responsibility to respond in the event of a crisis, emergency or incident.</td>
</tr>
<tr>
<td>Emergency Management Team (GOLD TEAM)</td>
<td>The Tactical decision-making team. The team is responsible for ensuring that the business resumption and recovery operations are carried out. Equates to a ‘Silver’ team in Emergency Planning</td>
</tr>
<tr>
<td>Emergency Command Centre (ECC)</td>
<td>The primary site for the Crisis Management Team to assemble to take the necessary steps should an emergency occur that requires Emergency teams to respond to it.</td>
</tr>
<tr>
<td>Emergency Operations Centre (EOC)</td>
<td>See ECC</td>
</tr>
<tr>
<td>ICO</td>
<td>Incident Control Officer</td>
</tr>
<tr>
<td>Incident</td>
<td>An accident or event involving any part, services, operations, buildings or sites and the safety and security thereof.</td>
</tr>
<tr>
<td>Incident Management Team (IMT)</td>
<td>This team is responsible for the management of the first response at a site and maintaining the on-site presence during an event.</td>
</tr>
<tr>
<td>Information Technology Disaster Recovery Team (IT DR team)</td>
<td>The team responsible for recovering IT and ensuring that critical Business and Support units can continue to function, following an event that affects IT.</td>
</tr>
</tbody>
</table>
### Invocation
The decision by the Crisis Management Team to consider an incident is an emergency and to initiate the Recovery Plans with immediate effect. Can also be applied to the decision to activate a Disaster Recovery contract with a third-party provider for IT space or work area space.

### Leader
Appointed Leaders will be members of Emergency Teams and be responsible for the day-to-day direction and co-ordination of the recovery effort within their designated discipline.

### Media & Communications Team (MCT)
This group is part of the CMT and provides media and communications activities/advice during an emergency event.

### MST
Management Support Team - Administration staff assisting the CMT and/or GOLD TEAM

### ODT
Operational Delivery Team – Business Area Teams recovering mission critical services. Equates to a ‘Bronze’ teams in Emergency Planning

### PR
Public Relations

### Recovery Teams (or Business Recovery Officers)
Appointed Team Members will be responsible for their assigned recovery tasks specified in the Business Continuity Plans. Equates to a ‘Bronze’ teams in Emergency Planning

### RPO
Recovery Point Objective – How much data can be lost prior to an IT outage

### RTO
Recovery Time Objective – How long an area can be without an application and data

### RVP
Rendezvous Point

### SCM
Service Centre Manager

### SRT
Site Recovery Team - team managing relocation project for GOLD TEAM

### WAR
Work Area Recovery site - where staff are moved to continue work
Annex 2 – Grab Bag/Battle Box

Location of Battle Box

The Battle Boxes are located at the following locations:

<table>
<thead>
<tr>
<th>Building</th>
<th>1st line of address</th>
<th>2nd line of address</th>
<th>Town</th>
<th>Post Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>xxx</td>
<td>xxx</td>
<td>xxx</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Each Battle Box contains the following items:

<table>
<thead>
<tr>
<th>Item:</th>
<th>Description:</th>
<th>Objective</th>
<th>Qty</th>
<th>Originating Section:</th>
<th>Owner:</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCB 001</td>
<td>Emergency Forms Booklet</td>
<td>All</td>
<td></td>
<td>Admin</td>
<td></td>
</tr>
<tr>
<td>Instructions on how to open up DR Site</td>
<td>CAS DR Plan</td>
<td>All</td>
<td>1</td>
<td>CAS</td>
<td>Elaine Gibson</td>
</tr>
<tr>
<td>Business Continuity Plan</td>
<td></td>
<td>All</td>
<td>1</td>
<td>CAS</td>
<td>Elaine Gibson</td>
</tr>
<tr>
<td>Mobile Phone</td>
<td></td>
<td></td>
<td>1</td>
<td>CAS</td>
<td>Elaine Gibson</td>
</tr>
<tr>
<td>First Aid Kit</td>
<td></td>
<td></td>
<td>1</td>
<td>CAS</td>
<td>Elaine Gibson</td>
</tr>
</tbody>
</table>
### Annex 3 – Emergency locations

**Emergency Operation Sites**

The following Disaster Recovery site contains IT and Work Area Recovery (WAR) space.

<table>
<thead>
<tr>
<th>Building</th>
<th>1st line of address</th>
<th>City</th>
<th>Post Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>XXX</td>
<td>XXX</td>
<td>XXX</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>John Adams Court</th>
<th>Telephone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>XXX</td>
<td>XXX</td>
</tr>
</tbody>
</table>
Annex 5 – Strategic Information

Current Strategy

The following strategy is in place for each type of critical process disruption

<table>
<thead>
<tr>
<th>Process/Service Centre</th>
<th>Primary Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Access Denial:</strong> Send all staff immediately to disaster recovery site – xxxx</td>
</tr>
<tr>
<td></td>
<td><strong>Loss of Staff:</strong> Obtain from agency and commence emergency training</td>
</tr>
<tr>
<td></td>
<td><strong>Loss of IT:</strong> Move to disaster recovery. Contact xxxx (4 hour response expect to be operational within the 4 hour period.</td>
</tr>
<tr>
<td></td>
<td><strong>Loss of Functionality:</strong> Send all staff immediately to disaster recovery site – xxxx</td>
</tr>
<tr>
<td>Call Handling</td>
<td><strong>Access Denial:</strong> Base at disaster recovery site. Longer term base in xxxx or work from home</td>
</tr>
<tr>
<td></td>
<td><strong>Loss of Staff:</strong> Employ agency staff and train to respond to emergencies only</td>
</tr>
<tr>
<td></td>
<td><strong>Loss of IT:</strong> Move to disaster recovery.</td>
</tr>
<tr>
<td></td>
<td><strong>Loss of Functionality:</strong> Send all staff immediately to disaster recovery site – xxxx</td>
</tr>
<tr>
<td>Mobile Warden Response</td>
<td><strong>Access Denial:</strong> Send all staff immediately to disaster recovery site – xxxx</td>
</tr>
</tbody>
</table>

Staffing Information

The following table illustrates how staffing levels for critical processes/activities may be increased over time. This is for guidance only and is based on a ‘worst case’ scenario, where functionality is disrupted for a considerable period.

<table>
<thead>
<tr>
<th>Process/Service Centre</th>
<th>Normal</th>
<th>Day 1</th>
<th>Day 2</th>
<th>Day 3</th>
<th>Day 5</th>
<th>Day 10</th>
<th>Day 30</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Handling</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Mobile Response</td>
<td>8</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>8</td>
<td>8</td>
</tr>
</tbody>
</table>
### Annex 6 – Emergency Contacts

#### Community Alarm Service

<table>
<thead>
<tr>
<th>Role</th>
<th>Contact</th>
<th>Main Number</th>
<th>Out of Hours Additional No’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAS Manager</td>
<td>Elaine Gibson</td>
<td>6504</td>
<td>xxx</td>
</tr>
<tr>
<td>Snr Community Alarm Officer</td>
<td>Debbie Daley</td>
<td>6507</td>
<td>xxx</td>
</tr>
<tr>
<td>Snr Community Alarm Officer</td>
<td>Sharon Strachan</td>
<td>6507</td>
<td>xxx</td>
</tr>
</tbody>
</table>

#### Emergency Management Team

<table>
<thead>
<tr>
<th>Role</th>
<th>Contact</th>
<th>Main Number</th>
<th>Out of Hours Additional No’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of CAS</td>
<td>Roy Morgan</td>
<td>6658</td>
<td>xxx</td>
</tr>
<tr>
<td>CAS Manager</td>
<td>Elaine Gibson</td>
<td>6504</td>
<td>xxx</td>
</tr>
</tbody>
</table>

#### Incident Management Team

<table>
<thead>
<tr>
<th>Role</th>
<th>Contact</th>
<th>Main Number</th>
<th>Out of Hours Additional No’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Alarm Company</td>
<td>Jontek (Ref s224)</td>
<td>xxxx</td>
<td>xxxx</td>
</tr>
</tbody>
</table>