#### 

**Kingston House**

**Business Continuity Plan**

**This document details what should be done in the event of an incident at the following site or office location:**

|  |  |
| --- | --- |
| **Location Address** | **Kingston House, Woodhead Road, Birstall, Batley WF17 9TD** |

**Incident Management Team (IMT) Members responding to an incident should refer to this document and the IMT Action Plan**

|  |  |
| --- | --- |
| **Reference:** | BCP |
| **Local BCP Owner:** | Ross Housley |
| **Review Date and Version:** | 25-07-2023 V2 |

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# Emergency Locations and Contacts

Important locations and contacts in an emergency are detailed below:

|  |  |  |
| --- | --- | --- |
| **Topic** | **Location / Responsibility** | **Details** |
| Air Con / HVAC | Ground Floor- located near the fire exit.  Top Floor- NA (in process of being fitted April 2023) | If air conditioning in the main office fails, contact: Karen Hickey [karen.hickey@jlec.co.uk](mailto:karen.hickey@jlec.co.uk) 01274 906038 |
| Fire Alarm Panel | Main reception area | Fire Alarm Panel is maintained by [karen.hickey@jlec.co.uk](mailto:karen.hickey@jlec.co.uk) and can be contacted on 01274 906038 |
| Fire Emergency Plan | Located on the notice board in reception | Fire emergency procedures can be found on the notice board in reception. Fire marshals receive training and are identified throughout the site. Staff are required to promptly evacuate the building on hearing the fire alarm and report to their fire marshal at their assigned assembly point. |
| Chief Fire Marshal | Katie Lees / Ground Floor | [Katie.lees@morrisonws.com](mailto:Katie.lees@morrisonws.com) 07811 063045 |
| Fuse Box | Located in the fuse box room in reception | If electricity is lost to the building, Karen Hickey [karen.hickey@jlec.co.uk](mailto:karen.hickey@jlec.co.uk) 01274 906038 should be contacted to access the fuse box. |
| Gas Shutoff | Located near the fire exit | This is explained in the fire evacuation plan. |
| Electricity Shutoff | Located near the fire exit | This is explained in the fire evacuation plan. |
| Generator | Located near the fire exit door | This is explained in the fire evacuation plan. |
| Key Holders | Front door in a key safe | 1 holds keys to the office. |
| Site Credit Card Holders | Tim Waite- Ground floor 07921 308606  Ross Housley- First Floor 07870 396631  Jack Palin – first floor 07790 366715 | Named person/s hold company credit cards which could be utilised for emergency purchases in a continuity incident. |
| Stop Cock | Located under the ground floor sink | Water managed by local council who will need to be contacted if there are any issues. 0345 8 506 506 [commercialwaste@wakefield.gov.uk](mailto:commercialwaste@wakefield.gov.uk) |
| Continuity Pack | This is located in reception, spare can be found in ground floor printing room | Any member of the IMT can grab the Continuity Pack stored in reception of the building. |

This tables below list additional people and institutions that may need to be contacted during an incident.

**Key Clients / Customers**

|  |  |  |
| --- | --- | --- |
| **Client/s** | **Responsible Director** | **Contact Details** |
| Yorkshire Water | Ross Housley | 07870 396631 |
| Yorkshire Water | Tim Waite | 07921 308606 |
| Yorkshire Water Director | Lee Wood | 07929 079201 |

**Key Suppliers**

|  |  |  |
| --- | --- | --- |
| **Name** | **Goods / Services Provided** | **Contact Details** |
| JLEC | Paxton System | glenn.liput@jlec.co.uk> |
| JLEC | Electricals | karen.hickey@jlec.co.uk> |
| McAndrews | Cleaning | 0113 252 6927 |
| ABC Fire Protection | Fire | 01422 373636 |
| Key West | Pest Control |  |
| Milk Man | Milk | info@prestons-dairies.co.uk> |

**Utility Companies**

|  |  |  |
| --- | --- | --- |
| **Name** | **Utility** | **Contact Details** |
| Yorkshire Water | Water | 0345 124 2424 |
| Pozitive Energy | Electricity | 03333 709900 |

**Other**

|  |  |  |
| --- | --- | --- |
| **Name** | **Goods, Services or Requirements** | **Contact Details** |
| M Group Plant and Services | Building Maintenance / Vehicles | 01977 806806 |
| Service Track | IT Equipment | 0203 069 5027 |

**Contract Information**

|  |  |  |  |
| --- | --- | --- | --- |
| **Client** | **Contract Name & Number** | **Contract Type** | **Area** |
| MWS | Katie Lees | Yorkshire Water | All |
|  |  |  |  |

# Principles of Incident Response

**Emergency**

* Emergencies are incidents that occur without warning and require first-response action by those personnel discovering the emergency.
* The ***Emergency Response Plan*** provides first-response checklists for a wide variety of different emergencies including escalation procedures and communications.
* The ***Emergency Response Plan*** must be available in all site buildings and office locations. All staff should know how to access the Plan.
* The nature of the emergency and its containment or otherwise by first response personnel will determine if the Site Incident Management Team (IMT) or the corporate Crisis Management Team is activated.
* The emergency may trigger the IMT to invoke this ***Business Continuity Plan (BCP)*** for specific actions to recover Mission Critical or Essential principal activities (see Section 7)

**Incident Management Team (IMT) Incident**

* IMT incidents are either emergencies that require additional management attention or where a loss or failure of a principal activity demands recovery actions.
* The IMT is guided by the ***IMT Action Plan*** which provides detailed checklists for managing specific incident scenarios.
* The ***IMT Action Plan*** must be available to all nominated members of the IMT including deputies.
* Where a loss or failure of a principal activity demands recovery actions, the IMT and the affected site departments, will be guided by this ***BCP.***

# Escalation and Notification

All incidents requiring IMT involvement must be recorded by taking the steps below.

The IMT is to be informed by telephone and email and should include details of the incident, the people / departments involved, what happened and the potential impact together with meeting details, including time and location. The incident information must be recorded by the log keeper once activated.

The IMT must inform the MD of their business that the IMT have been activated. This is for information only at this point.

The IMT may determine that the incident is to be further escalated to the Group Crisis Management Team or further specialist support. Instructions are contained in the ***IMT Action Plan***.

# Incident Management Team (IMT)

This section lists all people that make up the IMT, who must be contacted during a Business Continuity (BC) incident. These contacts will be subject to revision over time.

**BCP Owner**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Role | Contact Details | Proxy Contact | Contact Details |
| Ross Housley | IMT Leader | 07870 396631 | Tim Waite | 07921 308606 |

**Primary IMT Members** – Manages response to an incident to ensure BC.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Role | Contact Details | Proxy Contact | Contact Details |
| Ross Housley | Local BCP Co-ordinator | 07870 396631 | Tim Waite | 07921 308606 |
| Katie Lees | Local Communications Leader | 07811 063045 | Selena Hardman | 07834 802044 |
| Gareth Hinds | Facilities Support | 07703 688291 | Shaz Ahmed | 07718 322860 |
| Jack Palin | Finance Support | 07790 366715 | Mark Allen | 07834 757032 |
| Jason Young | Safety, Health and Environment Support | 07775 820020 | Paul Sykes | 07775 820310 |
| Anna Robson | HR Support | 07929 739627 | Rachel Webster | 07753 630201 |
| Littlefish | ICT Support | 0370 606 5717 | N/A |  |
| Chris Raper | Operations Lead | 07775 820021 | Martin Cooper | 07921 930071 |
|  |  |  |  |  |

**Optional IMT Members** – Helps advise on specialist topics in the IMT if required.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Role | Contact Details | Proxy Contact | Contact Details |
| Mick Standen | Legal Compliance | 07734 815044 | Ben Morrill | 07738 893503 |
| Kate Tonge | Group Communications Leader | 07977 194030 | Zoe Johnston | 07866 951380 |
| Andrew Carr | Insurance Support | 07889 651494 | Stacey Logan | 07989 439212 |

**Site Management Team** – Contact Only If Area is Affected – Critical Activities / Staff Communicators

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Area Affected | Contact Details | Proxy Contact | Contact Details |
| Ross Housley | Floor 1 | 07870 396631 | Mark Allen | 07834 757032 |
| Tim Waite | Ground Floor | 07921 308606 | Jack Palin | 07790 366715 |
| Katie Lees | Kingston House all building | 07851 653542 | Kerry Barton | 07703 688260 |

# Incident Response Centre (IRC)

Once an incident is escalated to the IMT, the Team should meet as soon as possible either in person at the Primary or Reserve IRC or by remote access.

Primary IRC is as follows: Kingston House, (Centre 27 Business Park), Woodhead House, Birstall, WF17 9TD.

Primary IRC is as follows: Health & Safety Office, Normanton Industrial Estate, Normanton, Don Pedro Avenue, WF6 1TD.

**The IMT must also arrange an online conference meeting to enable all offsite members to attend.**

Should you be unable to attend an IRC in person, attend via Microsoft Teams.

You can access the meeting either through the mobile app on your smart phone or via the desktop app or web browser on your computer (preferred).

**Action and Expenses Log Sheets**

For all incidents managed by the IMT, a log of actions, decisions and communications must be maintained. A template to use for the log is included at Appendix 2 to this BCP.

**Closure and Post-incident Review**

The incident can be closed if it has been handled according to these procedures. All incidents should be reviewed by management to determine the lessons learned and any subsequent changes that may be necessary to plans and procedures. A template for the review is included at Appendix 3 to this BCP.

# Staff Requirement for Continuity of Business

For any incident that potentially affects ‘normal working locations’, it is important to know the numbers of staff that could work from home or other temporary locations and those that must work in their normal locations (e.g., a store supervisor). The information in the table below will also help managers determine the number of desk spaces and workstations required if alternative locations are activated.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Department** | **Responsible Manager\*** | **≈ # Total Staff** | **Employees Required**  (Home Workers / In Office Workers) | | | | | **Other Resource Requirements** | **Notes** | | | | | | | | | |
| **1 hr** | **1 day** | **1 week** | **2 weeks** | **1 month** |
| Operations | Chris Raper | 43 | 13/3 | 13/30 | 13/30 | 13/30 | 13/30 |  | All operational managers have access to laptops / toughbooks. Systems and Training can work from home but operational mangers could work remotely within the operational area from an alternative site. | | | | | | | | | |
| Commercial | Mark Allen | 10 | 10/0 | 10/0 | 10/0 | 10/0 | 10/0 |  | All current office staff use laptop computers and can work remotely | | | | | | | | | |
| Design and Engineering Commercial | Chris Harris | 30 | 27/3 | 27/3 | 27/3 | 27/3 | 27/3 |  | All current office staff use laptop computers and can work remotely | | | | | | | | | |
| Health and Safety | Jason Young | 3 | 3/0 | 3/0 | 3/0 | 3/0 | 3/0 |  | All current office staff use laptop computers and can work remotely | | | | | | | | | |
| WSP Back Office | Kerry Barton | 50 | 50/0 | 50/0 | 50/0 | 50/0 | 50/0 |  | All current office staff and Operational Managers can use laptop computers and can work remotely. | | | | | | | | | |
|  |  |  |  |  |  |  |  |  |  | | | | | | | | | |
|  |  |  |  |  |  |  |  |  |  | | | | | | | | | |
|  | Totals: | 136 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Further detail can be found in the site’s Business Impact Analysis.

# Critical Activities and Recovery Plans

In its **Business Impact Analysis (BIA)** the site has determined its principal activities and assigned a criticality to each activity.

The table below shows those principal activities that have been assessed as **Mission Critical** or **Essential** and the order of the required recovery which is based on the risk to the business and the Recovery Time Objective (RTO). For each Principal Activity assessed as **Mission Critical** or **Essential,** an **Activity Recovery Plan (ARP)** is available as an Annex to the BCP. The ARP provides the detailed checklists to be used for recovery actions.

The responsible owner is to be contacted who will initiate the ARP.

| **Criticality** | **Functional Area** | **Activity** | **RTO**  **(hrs/days)** | **Responsible Owner**  (contact if affected) | **ARP Annex** |
| --- | --- | --- | --- | --- | --- |
|  | Yorkshire Water | Management of construction activity | 1 day | Ross Housley |  |
|  | Yorkshire Water | Stores | 1 week | Gareth Hinds |  |
|  | Yorkshire Water | Commercial | 1 day | Richard Goodrum / Mark Allen |  |
|  | Yorkshire Water | Traffic management | 1 day | Tim Waite |  |

# Business as Usual Activities

Other principal activities are that are assessed as either **Important** or **Tolerable** are included in your BIA. These activities are a lower priority to recover than Mission Critical or Essential, but they must be considered when returning your site to Business as Usual. Priorities are based on risk to the business and RTO.

| **Criticality** | **Functional Area** | **Activity** | **RTO**  **(hrs/days)** | **Responsible Owner**  (contact if affected) |
| --- | --- | --- | --- | --- |
|  | Yorkshire Water | Specialist roles | 1 week | Ross Housley |
|  | Yorkshire Water | Backfill & Reinstatement | 1 week | Ross Housley |
|  | Yorkshire Water | Design and Engineering | 1 day | Ross Housley |

# Site Emergency Actions

Sections 7 and 8 refer to principal business activities that must be recovered. In addition to the activities, the BCP Owner must consider the actions necessary to respond to any incident that affects the **whole Site** as a location. Many of these incidents and the response actions are contained in the Emergency Response Plan and IMT Action Plan (See Section 2). However, these are generic documents for all sites and do not consider the specific conditions that apply for individual sites.

**Actions within first 24 hours**

|  |  |  |
| --- | --- | --- |
| **Number** | **Action/Task** | **Person Responsible** |
| 1. | Start log of actions and expenses undertaken (see Appendix 2) | Local BCP Co-ordinator |
| 2. | Ensure all staff are accounted for (state how this may be done) | HR rep in IMT |
| 3. | Check ERP actions are complete | Member of IMT |
| 4. | Liaise with Emergency Services and/or Loss Adjusters (see ERP) (where relevant) | Facilities Support |
| 5 | Identify and quantify any damage to the business including staff, premises, equipment, data and records (e.g., contracts) | Member of IMT |
| 6. | Identify staff welfare needs (e.g., counselling) | HR rep in IMT |
| 7. | If business recovery expenditure required, obtain Approval from the Finance Manager. | Member of IMT |
| 8. | Assess the key priorities for the remainder of the working day and the next 24 hours | Member of IMT |
| 9. | Consider sending staff home or to the alternative office (name this site where relevant and explain how it is activated and accessed) | HR rep in IMT |
| 10. | Using the information in section 6, identify staff numbers requiring immediate office space and notify the alternative office, if applicable. | Member of IMT |
| 11. | Inform staff what is required of them. | Local Comms Rep |
| 12. | Identify which critical activities have been disrupted (see section 7 and 8 for recovery priorities) | Member of IMT |
| 13. | Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what timeframes (use section 7 and 8) | IMT Leader |
| 14. | Identify any desktop replacement requirements and contact IT Service Desk | IT rep in IMT |
| 15. | Provide information to:   * Staff * Suppliers and clients * Insurance department * Communications department (to manage reputation issues) | Member of IMT |
| 16. | Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements as appropriate  (Insert how this will be done e.g., website/telephone etc. Consider who needs to know the interim arrangements e.g., key stakeholders, clients, suppliers etc.) | Member of IMT |
| 17. | Contact Insurance department and keep them updated. | Member of IMT |
| 18. | Redirect phones were necessary and consider the collection and redirection of post. | Reception/Facilities |
| 19. | Retrieve back up tapes if servers are on site | IT rep in IMT |

**Daily actions during the recovery process**

|  |  |  |
| --- | --- | --- |
| **Number** | **Action / Task** | **Person Responsible** |
|  | Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process | IMT Leader |
| 2. | Consider shift patterns and overtime requirements for IMT members during recovery process particularly if recovery is overnight | IMT Leader |
| 3. | Provide information to:   * Staff * Suppliers and clients * Insurance department/Loss adjusters | Member of IMT |
| 4. | Contact Communications department to keep them informed and assist with managing reputational issues and keeping relevant authorities informed | Member of IMT |
| 5. | Collection and redirection of post | Reception/Facilities |
| 6. | Consider ongoing site security | Reception/Facilities |

**Following the recovery process**

|  |  |  |
| --- | --- | --- |
| **Number** | **Action / Task** | **Person Responsible** |
| 1. | Convene to discuss the return to business as usual | IMT Lead |
| 2. | Arrange a debrief of all staff and identify any additional staff welfare needs (e.g., counselling) or rewards | IMT Lead |
| 3. | Use information gained from the debrief (using the ‘Post Incident Review’ report in Appendix 3 to review and update the BCP. | BC Co-ordinator |

# Governance Responsibilities

This section identifies the groups or individuals having specific roles with respect to this BCP.

| **Role** | **Responsibility** | **Who** |
| --- | --- | --- |
| Local BCP Owner | Responsible for annex approval and for implementing the plan. Strategic planning. Understand financial and non-financial impacts. Commercial awareness. Objectivity and impartiality. | Ross Housley |
| Local BCP Co-ordinator | Responsible for creating site documentation. Document control principles. Responsible for reviewing documentation. Understanding of the processes covered. Understanding of interdependency. | Katie Lees |

# Distribution

|  |  |
| --- | --- |
| **Owner** | **Location** |
| Continuity Pack | Reception on site |
| Intranet | MGS Stay Connected / Risk & Audit / MGS BCPs |
| All IMT Members | One copy at home, one copy in the office |
| Reserve Incident Response Centre | Morrison Water Services, Don Pedro Avenue, Normanton Ind Est, Wakefield, WF6 1TD |

# Version History

| **Version no.** | **Date of version** | **Author / Reviser** | **Remarks** |
| --- | --- | --- | --- |
| 1.0 | September 2022 | Ross Housley |  |
| 2.0 | July 2023 | Tim Waite |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Appendix 1 - Responsibilities of the BCP Owner and the BC Coordinator

**BCP Owner** - is responsible for managing the day-to-day operations of the business continuity process at their respective site/department. This BCP Owner should have a clear understanding of site operations and how things might work in a contingency situation. The individual should be able to articulate significant risks on site and approve the available contingency options.

BCP owners are responsible for their site/departments BIA, plans, and testing of plans. Although assisted by the BC Co-ordinator on site, the BCP Owner retains responsibility to ensure documentation is accurate and that significant risks are addressed. BCP Owners are responsible for facilitating responses to business disruptions impacting their site or departments.

Specific responsibilities (supported by the BC Co-ordinator):

* Ensure that all BC documentation is accurate and reviewed regularly (assisted by the BC Co-ordinator).
* Nominate a BC Co-ordinator(s) to manage the detail of the site/department BC programme.
* Nominate the Incident Management Team (IMT) and ensure the IMT receives training in its duties.
* Ensure that adequate tests are held to validate this BCP and the Activity Recovery Plans.
* Ensure that all Plans and procedures related to emergencies, incidents and activity recovery are held centrally and that their location is known to all involved staff.
* Prepare for periodic internal and external BC audits.

**Business Continuity Coordinator** - is responsible for supporting the work of the BCP Owner.

Specific tasks:

| **Task** | **Detail** | **Frequency** |
| --- | --- | --- |
| Business Impact Analysis (BIA) | Prepare new BIA as required. Review, update and maintain existing BIAs and risk treatment strategies. | At least annually or when the business activities/people change. |
| Site Business Continuity Plan (BCP) | Review, update and maintain this BCP. | At least annually or when the business activities/people change. |
| Activity Recovery Plans (ARP) | Review, update and maintain the ARPs that are annexes to the BCP. This should be done with the ARP owner.  Prepare new ARPs if new critical activities are added to the BIA. | At least annually or when the business activities/people change. |
| Test plans | Carry out a test involving full IMT including post-test debrief showing actions and suggested improvements. Guidance can be obtained from Group BC Team. | At least annually. |
| Training and Awareness | Arrange training for the IMT and for other site management that would be involved in a recovery operation. | At least annually (sometimes scheduled with the Test). |
| Communicate the BCP to all staff on site and new starters as part of Induction. | As regularly as required. |
| Post Incident Reviews | Capture relevant information following any incident affecting the site. This evaluation helps improve the Business Continuity plans and processes in place. | Immediately following any activation of the IMT or of this BCP for recovery of a Mission Critical or Essential activity. |

### 

# Appendix 2 – Actions and Expenses Log Sheet

**Action and Expenses Log Sheet**

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing and help to provide evidence of costs incurred for any claim under an insurance policy.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Brief Incident Description** |  |  | **Location** |  | **Incident Response Manager** |  |

| **Date** | **Time** | **Decision/Action Taken** | **Responsibility** | **Cost incurred** | **Status / Comments** |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  | On declaration of Incident closure, IMT to communicate “Incident closed” normal working resumed |  |  |  |

# Appendix 3 – Post Incident Review

**Post Incident Review**

|  |  |
| --- | --- |
| Date of Incident |  |
| Location |  |
| Brief Description of Incident |  |
| Incident Manager |  |
| Person/s Supporting Form Filling |  |
| BCP Co-ordinator |  |

#### Post Incident Review

| **#** | **Task** | **Notes / Summary of Actions Taken** |
| --- | --- | --- |
| **1** | **What caused the Incident?**  What happened, provide a timeline of the immediate actions taken? |  |
| **2** | **Summary of Incident Effect on Business**  What were the main issues?  Did it impact the client?  Were people sent home?  Was the incident in office hours? |  |
| **3** | **Action Plan Summary**  What actions were taken?  How quickly was the incident reported / the BCP activated?  Did the IMT get together?  Has the situation returned to normal?  Did you follow the recovery process steps? |  |
| **4** | **What could be improved?**  (either in BCP process or mitigation measures)  Is there anything you would do differently next time?  Does the plan need to be updated to assist with managing future incidents? |  |