#### 

**MWS Yorkshire Water Normanton**

**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*** | **Morrison Water Services, Don Pedro Avenue, Normanton Ind Est, Wakefield, WF6 1TD** |

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

|  |  |
| --- | --- |
| ***Reference:*** | BCP-MWS-Normanton |
| ***Local BCP Owner:*** | Tim Waite |
| ***Review Date and Version:*** | July 23 – Version 2.00 |

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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 | N/A | N/A |
| Fire Alarm Panel | Procurement Office | Fire Alarm Panel is maintained by ABC Fire Protection and can be contacted on 01422373636. |
| Fire Emergency Plan | The Fire emergency plan can be found in the main reception area. | Each building has a Fire Alarm and register and the there are several Fire Marshals on site who are responsible to direct people to the assembly point at the main gate. |
| Chief Fire Marshal | Selena Hardman | Ensure all buildings are evacuated and check off names against the registers at the assembly point. |
| Fuse Box | Procurement Office | If electricity is lost to the building, contact: Howe Electrical: 07740264462 |
| Gas Shutoff | On the outside wall of Procurement Office |  |
| Electricity Shutoff | In Fuse Cupboard in Procurement Office |  |
| Generator | N/A |  |
| Key Holders | Security Guard / Key Safe out of normal working hours | Main keys held by Smartwatch Security. External gate accessing by authorised fob holders. |
| Site Credit Card Holders | Procurement Office / Selena Hardman | Selena Hardman has a Company Credit Card if required |
| Stop Cock | Grass Verge at site entrance | Water managed by Yorkshire Water and should be contacted if any no water issues. |
| Continuity Pack | Main Reception | Any person on site 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 | Joe Hands (Manager of Clean Water Networks) | 07790617761 |
| MJ MAPP | Eddie Stobart Holdings | 07977189396 |

**Key Suppliers**

|  |  |  |
| --- | --- | --- |
| ***Name*** | ***Goods / Services Provided*** | ***Contact Details*** |
| Five Star Cleaning | Cleaners | 07885574259 |
| ABC Fire Protection | Fire Services & Maintenance | 01422373636 |
| Smartwatch | Security Guard and CCTV | 01135181361 |
| Howe Electrical | Electrical Maintenance | 07740264462 |
| Key West | Site Maintenance | 08001953464 |
| Mone Bros | Aggregates | 01977529283 |
| Littlefish | IT | Littlefish Help Desk |
| Drain Centre | Fittings Supplier | 07842608308 |
| Bikers | Clean Water Tanker Drivers | 07872064881 |
| Kebrell | Fittings Supplier | 01215266049 |
| R2M | Fittings Supplier | 01282778030 |
| Netmore | Meters | xxxxxxx |
| Westwood | Clean Water Pipe | xxxxxxx |
| Wrekin | Covers and Frames | xxxxxxx |
| Instarmac Group | Reinstatement Materials | 07527110113 |

**Utility Companies**

|  |  |  |
| --- | --- | --- |
| ***Name*** | ***Utility*** | ***Contact Details*** |
| Yorkshire Water | Water | 03451242424 |
| Pozitive Energy | Electricity | 03333709900 |
|  |  |  |

**Other**

|  |  |  |
| --- | --- | --- |
| ***Name*** | ***Goods, Services or Requirements*** | ***Contact Details*** |
| M Group Plant and Services | Building Maintenance / Vehicles | 01977806806 |
| Service Track | IT Equipment | 02030695027 |

**Contract Information**

|  |  |  |  |
| --- | --- | --- | --- |
| ***Client*** | ***Contract Name & Number*** | ***Contract Type*** | ***Area*** |
|  |  |  |  |
|  |  |  |  |

# 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.

MGS has an automated reporting system that can be accessed through the following link:

[www.tinyurl.com/MGS-Incident](http://www.tinyurl.com/MGS-Incident)

This link will provide an incident form. Completion of the form with basic details will inform the IMT and send them a link to a virtual Teams call.

***The IMT must also be informed by telephone to ensure they received the message and Teams link (email is a back-up ONLY, not the primary form of communication).***

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 |
| Tim Waite | IMT Leader | 07921308606 | Kevin Gillespie | 07703688380 |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Role | Contact Details | Proxy Contact | Contact Details |
| Kevin Gillespie | Local BCP Co-ordinator | 07703688380 | Gareth Hinds | 07703688291 |
| Selena Hardman | Local Communications Leader | 07834 802044 | Donna Mountford | 07703688342 |
| Gareth Hinds | Facilities Support | 07703688291 | Shaz Ahmed | 07718322860 |
| Jack Palin | Finance Support | 07790366715 | Joel Holden | 07580140034 |
| Jason Young | Safety, Health and Environment Support | 07775820020 | Paul Sykes | 07775820310 |
| Anna Robson | HR Support | 07929739627 | Rachel Webster | 07753630201 |
| Littlefish | ICT Support | 03706065717 | N/A |  |
| Chris Raper | P4Y Operations Lead | 07775820021 | Martin Cooper | 07921930071 |
|  |  |  |  |  |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Role | Contact Details | Proxy Contact | Contact Details |
| Jim Winnicott | Legal Compliance | 07775 820315 | Ben Morrill | 07738 893503 |
| Kate Tonge | Group Communications Leader | 07850 749435 | Chelsea Hockham | 07970032954 |
| 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 |
| Gareth Hinds | Logistics / Depot | 07703688291 | Shazed Ahmed | 07718322860 |
| Selena Hardman | Procurement / Offices | 07834802044 | Donna Mountford | 07703688342 |
| Kevin Gillespie | Operations | 07703688380 | Scott Findlay | 07921308586 |

# 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: Health & Safety Office, Normanton Industrial Estate, Normanton, Don Pedro Avenue, WF6 1TD.

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

**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:

[**www.tinyurl.com/xxx-bc-teams**](http://www.tinyurl.com/xxx-bc-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).

If Teams is unavailable, use mobile phones and connect to the PGI Connect conference call using the below number and ID:

* Conference call number: 0330 094 5859
* Chair ID: XXXXXX
* Guest Login: XXXXXXX

**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.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Functional Area** | **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 | Kevin Gillespie | 15 | 15/0 | 15/0 | 15/0 | 15/0 | 15/0 | 13 laptops, 1 x printer | 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. | | | | | | | | | |
| Stores | Gareth Hinds | 8 | 0/8 | 0/8 | 0/8 | 0/8 | 0/8 | 3 desktops, 2 printers, 4 scanners | All stores staff are not able to carry out their duties from home. | | | | | | | | | |
| H&S Team | Jason Young | 4 | 4/0 | 4/0 | 4/0 | 4/0 | 4/0 | 3 x laptops | SHEQ staff could work from an alternative location. | | | | | | | | | |
| Procurement | Selena Hardman | 3 | 3/0 | 3/0 | 3/0 | 3/0 | 3/0 | 3 x laptop, 2 x printer | All current office staff use laptop computers and can work remotely. | | | | | | | | | |
| Metering / Leakage | Scott Findlay | 7 | 7/0 | 7/0 | 7/0 | 7/0 | 7/0 | 5 x laptops | All current office staff use laptop computers and can work remotely. | | | | | | | | | |
| Leakage | Steve Jenkins | 3 | 3/0 | 3/0 | 3/0 | 3/0 | 3/0 | 2 x YW laptops |  | | | | | | | | | |
|  | Totals: | 40 | 32/8 | 32/8 | 32/8 | 32/8 | 32/8 |  |  | | | | | | | | | |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

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** |
| --- | --- | --- | --- | --- | --- |
| **Essential** | Providing equipment, materials, fittings and PPE | Stores | 1 day | Gareth Hinds | A2 |
| **Essential** | Installing, changing and leaking water meters | Lot 4 | 1 week | Scott Findlay | A4 |
| **Essential** | Backfill and Reinstatement for all workstreams within the WSP and P4Y contracts | Backfill & Reinstatement | 1 week | Kevin Gillespie | A5 |
| **Essential** | Delivery for R&M and Capital work for Yorkshire Water | Lot 2 / P4Y | <4 hours | Kevin Gillespie / Chris Raper / Martin Cooper | A6 |
| **Essential** | To provide TM for all areas of the WSP contract | Traffic management & Support | 1 week | Kevin Gillespie | A7 |

# 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) |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# 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. | Evacuate site in line with Fire Risk Assessment– Using nearest fire exit & pedestrian walkways and meet at the site muster point. | Fire Marshals / All |
| 2. | Ensure all staff are accounted for | Fire Marshals |
| 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. | Assess Expected time frame to return to BAU | Relevant Functional Managers |
| 7. | Monitor Recovery Plans until recovery achieved | Relevant Functional Managers |
| 8. | Assess the key priorities for the remainder of the working day and the next 24 hours | Relevant Functional Managers |
| 9. | Consider sending staff home or to the alternative office (Home working / Kingston House or any other operational depots (YW/MWS/NW+) | Relevant Functional Managers |
| 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. | Advise suppliers of the situation and redirect deliveries where necessary | Gareth Hinds / Procurement |
| 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 | Relevant Functional Managers |
| 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 | Selena Hardman |
| 6. | Consider ongoing site security | Gareth Hinds |

**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. | Kevin Gillespie |
| Local BCP Co-ordinator | Responsible for creating site documentation. Document control principles. Responsible for reviewing documentation. Understanding of the processes covered. Understanding of interdependency. | Selena Hardman |

# Distribution

|  |  |
| --- | --- |
| ***Owner*** | ***Location*** |
| Continuity Pack | Reception in Main Office Building |
| Intranet | MGS Stay Connected / Risk & Audit / MGS BCPs |
| All IMT Members | One copy at home, one copy in the office |
| Reserve Incident Response Centre | Kingston House, Batley |

# Version History

| ***Version no.*** | ***Date of version*** | ***Author / Reviser*** | ***Remarks*** |
| --- | --- | --- | --- |
| 1.00 | August 2022 | Tim Waite |  |
| 2.00 | 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. |

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# 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** |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
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|  |  |  |  |  |  |

# 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*** |
| --- | --- | --- |
| **R1** | Summary of Incident Effect on Business |  |
| **R2** | What caused the Incident? |  |
| **R3** | Action Plan Summary  *What actions were carried out? Has the situation returned to normal?* |  |
| **R4** | What could be improved?  (either in BCP process or mitigation measures) |  |
| **R5** | Reference to relevant Actions Log |  |