

# WMR

## Business Continuity Plan

October 2022

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## **1.0** **PURPOSE**

Top management at WMR recognise the need to have a Business Continuity Plan. The following plan sets out the contingency measures that the organisation will bring into effect in the event of a disaster or major incident that has affected its business.

A disaster can take many forms. Disasters can include acts of terrorism, fire, flood, disease epidemics, sudden death or incapacity of key staff and problems with computer servers and the organisation's software. Any one of these disasters can prevent the organisation from working at its normal work location or at a viable capacity. The following plan aims to ensure that the organisation will be able to operate its business as normal in such an event.

This plan contains information and instructions to be used by Management for the purpose of minimising the effects and after-effects of any business interruption. It is the responsibility of the directors to keep this document up to date.

The prime objective is for the safety and well-being of the personnel and equipment together with that of third parties connected with our business.

The plan will be reviewed at least annually to take account both of changing circumstances and changes to the nature of the perceived threat.

On-going validity of this Business Continuity Plan will be assured by regular maintenance and testing of the plan.

## **2.0** **SCOPE**

This plan covers the WMR operational activities in the UK. This plan is intended to set down the responsibilities for the recovery of the business and services provided and controlled by WMR at its Offices Crawley.

## **3.0** **RESPONSIBILITIES**

The responsibility for the preparation of this plan, its continual review and updating, together with circulation to all concerned, is with the WMR Directors (Business Continuity Team). It is the responsibility of the Directors to declare a business continuity event and to then manage the activities to recover the Company's critical business processes as described in this procedure.

A copy of this plan and other related documents is available on Sharepoint with the ability to be viewed remotely away from site.

All WMR employees are expected to make themselves aware of the plan and will be advised of any updates.

#### 4.0 **DEFINITIONS**

Business interruption is defined as a catastrophic, destructive occurrence that wholly or partially inhibits the performance of WMR from performing its function. Examples of such threats include:

- a) Fire
- b) Aircraft or Vehicle crash
- c) Criminal action (e.g. bomb)
- d) Loss of Services such as power, telephone and IT services
- e) 'Acts of God' e.g. adverse weather conditions, storm, snow and earthquake etc.
- f) Leakage of toxic or flammable liquids or gases
- g) Building collapse
- h) Explosion
- i) Flood
- j) Chemical escape
- k) Unavailability of labour, illness - pan/epidemic, available skill sets

The threats will be assessed to determine impact and time it will take to restore normal service. This will be considered taking into account:

- a) Contractual agreement
- b) Service level agreement
- c) Financial value to WMR (worth and compensation)
- d) Reputation

Business Continuity is defined as: “The ability of an organisation to provide service and support for its customers and maintain its visibility before, during and after a business continuity event”.

#### 5.0 **OVERVIEW**

Business continuity will be achieved by:

- a) Taking action that will maintain critical business processes
- b) Protecting vital information
- c) Assisting with assessment of impact to the business
- d) Maintaining a log of the team’s activities/expenditure
- e) Keeping staff informed
- f) Identifying key staff for relocation
- g) Assembling recovery team and relocate to alternate working location
- h) Identifying activities for staff unable to access their normal place of work
- i) Defining responsibilities of key staff
- j) Assessing what work and data may have been lost and/or need to be recovered.
- k) Assigning tasks to available staff members to recover lost information.
- l) Re-establishing critical functions
- m) Providing status reports to Senior Management Team

In the event of the Crawley offices being disabled in the long-term alternative premises will be sourced.

## **6.0**     **ASSUMPTIONS**

The following assumptions are made in the Plan development:

- a) Sufficient management and staff with the necessary skills are available for business continuity.
- b) The worst-case scenario is all Company sites are inaccessible and all contents lost.
- c) Back-up computer data is kept off-site, available and up to date.
- d) Other threats e.g., Terrorist/Extortion, do not curtail recovery activities.
- e) No constraints are imposed on the allocation of reasonable 'unbudgeted' finance to support the Plan.
- f) The Plan is updated regularly, and the teams made aware of any changes.

## **7.0**     **PROCEDURE**

The business continuity plan includes ensuring that the organisation's IT systems are backed up at least daily and that the collation of employee, customer and supplier details is secure.

Directors and Managers are responsible for ensuring that employees understand the business continuity plan and associated procedures. Employees are responsible for familiarising themselves with the procedure and should speak to their departmental manager should they have any questions. In the event of a disaster, the Directors will contact employees. If the disaster occurs outside of working hours, employees will be contacted at home. Employees should therefore ensure that the organisation has up-to-date contact details.

Employees may be required not to attend work in the event of a disaster but should ensure that they are contactable and available for work. Alternatively, employees may be required to work at an emergency location.

In the event of a disaster occurring during normal working hours, employees shall follow the organisation's evacuation procedure. Employees must not attempt to collect their belongings or log off their computer but evacuate the building quickly and calmly. Employees working off-site will be contacted by mobile telephone.

Employees are urged to remain vigilant and alert at all times. Unattended packages should be reported by informing the Directors. Employees must not interfere with any package or device that may be suspicious. Employees must be ready to evacuate the premises at short notice and treat the evacuation as if it is a fire emergency.

## **8.0**     **INCIDENT RESPONSE**

### **Control point**

The main office at Crawley will be manned by members of the Business Continuity Team as they arrive on site. Should the building become untenable a safe alternative location will be used.

### **Communication**

As long as the building remains safe incoming calls will be dealt with in the normal manner. In the event of a disaster that necessitates evacuation from the building, the phone system will be switched to mobiles for automatic transfer of calls. Contact can be maintained with the Business Continuity Team using mobile phone.

**Evacuation**

The decision to evacuate the building will be taken as directed by the Crawley Business Centre Site Manager, if the building is not already evacuated. The initial assembly point will be at the fire assembly on Stephenson Way. The evacuation signal will be given by the sounding of the fire alarm siren.

Once employees are assembled safely off site they must not be permitted to return to the building unless authorised.

A designated member of staff is assigned to carry out the roll call of WMR personnel. Any employee not accounted for must be identified to the Site Manager for appropriate action to be formulated.

**Log keeping**

The Business Continuity Team leader or assigned deputy will keep a record of the incident and ensure the relevant information is recorded. The information will be time/dated and include details of persons present, assistance requested, and telephone calls made and received.

**Guidance of Emergency Services**

As emergency services arrive on site the Crawley Business Centre Site Manager will direct them to the appropriate locations.

**Safety of Valuables and Confidential Information**

Any valuables or confidential information should either be locked in the office or held at the nominated control point until arrangements can be made to transfer to another site.

**Media Contact**

Any contact from the WMR to press agencies, radio, T.V. etc. will be from the assembly point and must be authorised by a Director.

**Customers contact**

Only those customers directly affected will be informed Contact details are available on the computer system.

## 9.0 SPECIFIC INCIDENTS

### **Fire**

The outbreak of a fire may be signalled by smoke alarm operation, 'break glass' operation, internal telephone or verbally. Whichever warning is given the site must be evacuated following the local fire procedure. The Fire Brigade will be contacted by the Crawley Business Centre Site Manager.

To limit the extent of any damage during the fire and reduce the effects of smoke and water, the BC team may authorise the removal of endangered paper files or computer hardware.

### **Pandemic**

The Directors will take any special precautions to assess health of the workforce – also of other family members. The directors also need to turn back infected workers who report for work. The directors will deal with emotional impact of death or potential death of individual's family or colleague, as well as the workforce in general.

### **Bomb Threat**

The alarm can come from many sources - direct to the office, to a member of staff by name or function, through the media or from the police.

The police and the Crawley Business Centre Site Manager should be informed immediately for advice and if possible, the authenticity of the call determined.

### **Environmental Incidents**

Any toxic or flammable materials that leak or are spilled will require treatment or evacuation of the immediate area contaminated. Decisions concerning assistance will be made by the Crawley Business Centre Site Manager and if necessary, the Environmental Agency informed.

### **Adverse weather conditions**

In the event of adverse weather conditions, Directors will make a decision on whether it is safe or not for employees to attempt to travel or stay at work. This decision will be made on the advice from the Met office. If it is decided that it is unsafe then the BC team will issue a message to all site employees. Where possible arrangements for employees to work from home will be instigated. The phone system will be switched over to mobiles for automatic transfer of calls.

Employees should also heed advice and weather warnings from the Met office provided by national and local TV and radio.

### **Loss of Services**

The Crawley Business Centre Site Manager will be required to isolate and protect the service involved and prevent loss of related services if possible. When the service is restored, re-connection will be controlled to prevent further disruption. Loss of service should be communicated to the relevant areas for isolation of equipment to take place. Alternative supplies should be arranged whenever possible.

### **Unavailability of Labour for waste collections**

In the event of labour shortages due to absence or illness (such as an influenza epidemic) the Waste collection companies will organise overtime or additional labour from local recruitment agencies.

### **Fuel Shortages**

In the event of a fuel shortage the Management will make arrangements to for employees to work from home. Some Waste collection companies have their own fuel storage facilities to maintain services.

### **Collection restrictions due to special events and road closures**

Where possible, waste collections will not be organised during special events, unless by prior agreement. Schedules will be adjusted accordingly by consulting with clients.

## **10.0 SUSTAINING BUSINESS CONTINUITY**

Arrangements are currently under review with various organisations for the supply of temporary office space, furnishings, and fittings.

Laptops are available to allow most employees to work from home or alternative premises.

Most Management information systems are cloud based enabling employees to work from any location with internet access. Contact details for all customers and suppliers are available in cloud-based databases.

Crucial activities must be sustained as normally as possible in the aftermath of a disaster.

Valuable activities (customer related service activities) should be sustained where possible but can be limited and undertaken on longer timescales than normal.

Non-essential activities should be deferred where possible, ideally until after normal business has been resumed.

## **11.0 SALVAGE AND REINSTATEMENT**

### **Buildings**

The Crawley Business Centre Site Manager for Needspace will co-ordinate the salvage operation. Once the situation is under control and no further risk or damage exists, efforts should be made to salvage as much as possible. All debris should be searched for recoverable items, prior to removal from the site. Water must be removed from all areas and the site dried. Any mobile heater used for drying out must never be left unattended and should be monitored to prevent fire.

Salvaged materials must be cleaned and protected quickly to prevent rust or deterioration, damaged buildings made safe and weatherproofed as soon as possible and the site made secure.

All services - heating, lighting etc. - are to be made operational as soon as possible. The fire-fighting equipment should be returned to normal, and the meeting room, kitchen and reception areas made available.

### **Personnel**

Steps should be made to utilise or retain staff until normal operations restarts. Loss of staff will prevent the re-opening, however quickly the re-building work is achieved.

### **Third Party Assistance**

GRS appointed Insurance Brokers &/or Aviva insurance.

## **12.0 CONTROLLED DISTRIBUTION LIST**

Unless specifically requested distribution of hard copies of documentation will not be circulated, as an electronic system is in operation. A distribution list of all personnel needing to be informed of new/updated documentation is set up and held on Sharepoint.

## **13.0 RECORDS & RETENTION**

Logs to be kept indefinitely by the local Business Continuity team.

**14.0 EMERGENCY CONTACTS**

Title	Name	Mobile
Director	XXXXXXXXXX	XXXXXXXXXX
Director	XXXXXXXXXX	XXXXXXXXXX
Operations Manager	XXXXXXXXXX	XXXXXXXXXX
Acting Operations Manager	XXXXXXXXXX	XXXXXXXXXX
Accounts Admin	XXXXXXXXXX	XXXXXXXXXX
Operations Assistant	XXXXXXXXXX	XXXXXXXXXX
Operations Assistant	XXXXXXXXXX	XXXXXXXXXX
Marketing Co-ordinator	XXXXXXXXXX	XXXXXXXXXX
Commercial Manager	XXXXXXXXXX	XXXXXXXXXX
H&S Consultant	XXXXXXXXXX	XXXXXXXXXX
 <b>GRS Offices to be informed</b>		
	XXXXXXXXXX	XXXXXXXXXX
	XXXXXXXXXX	XXXXXXXXXX

**15.0 CHANGE HISTORY**

Date	Description for change	Section
17/10/2022	New Plan, replaces disaster recovery plan (v2)	All

Note:- Any user of this procedure is encouraged to improve its effectiveness by making change proposals directly to the directors.