

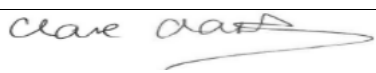


'Christ at the centre, children at the heart'

Our Lady of Walsingham Catholic MAT

Company No: 08444133

Registered Office: Fordham Road, Newmarket, Suffolk, CB8 7AA

Approved by the Trust Board:	July 2026
Signed by Trust CEO:	
Review Date:	July 2027

OLOW Business Continuity Plan

Summary

All staff who are provided with a laptop from the IT department must ensure that it is taken away from site at the end of every working day to enable the initiation of the BCP if site access is lost.

The BC team will cease all 'normal' role functions and prioritize the recovery of EEG responsibilities.

More than 2 members of Trust or School Leadership Team must refrain from travelling together where possible.

Initiation of BCP will only be after consultation as set out on page 9.

The details held within this document are the responsibility of the relevant department and the school BCP owner and must be reviewed every 6 months.

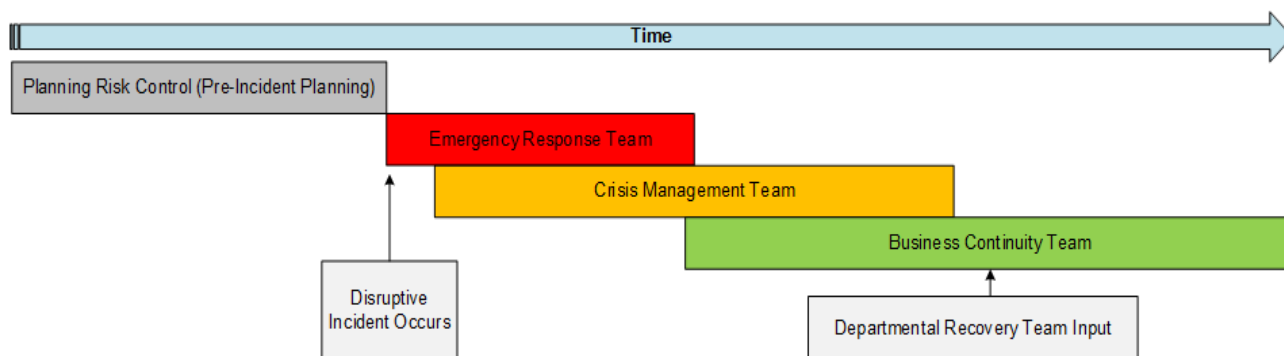
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Introduction

This Business Continuity Plan (BCP) provides guidance to OLOW schools when responding to any significant incident that threatens to interrupt normal operations. Possible incidents include extensive property damage, denial of access incidents or loss of IT capability etc. This plan is set out in three time-phased categories and focusses on assisting the management team and other nominated responders in handling issues that will arise in the wake of an incident. Each segment of the plan is designed as a discreet response document that may be activated in isolation or as a coordinated multi-phase sequence. This is illustrated as follows:



Emergency Response

The emergency response element of the plan references the current arrangements in place to address the first phase of activity following a disruptive incident. This is aimed at managing the immediate consequences such as safety and welfare of individuals and containment of the incident. Depending upon the nature and severity of the incident, the emergency response team may declare a “crisis” situation.

Crisis Management

The crisis management element of the plan provides a framework for strategic assessment of the incident and guidance on managing communications between OLOW internal stakeholders and to other interested external parties.

Business Recovery

Business recovery strategies and the resources required to support recovery have been identified and the Senior Executive Team will provide leadership in the recovery phase depending on the nature and severity of the disruption. **A Business Impact Analysis (BIA) summary matrix** has been provided under separate cover to inform the recovery priorities of each department, and the management team should refer to this alongside this section of the BCP.

Objectives

In the event of a major incident the strategy for managing the initial response and continuing business operations is based upon the overriding objectives of:

- Protecting personnel and dealing with any casualties.
- Protecting environment.
- Assessing the extent of the incident.
- Controlling the incident.
- Managing arising issues and implications.
- Activating temporary operations as expeditiously as possible; and
- Managing internal and external communication processes and dealing with media interest.

In addition, organisational survival is promoted by ensuring that time-critical business processes can continue, or be recovered in a timely manner, thus ensuring the Trust and schools can:

- Deliver its education provision
- Keep its staff and/or students safe and free from harm
- Secure the school's infrastructure and facilities
- Maintain the Trust's and School's reputation

Assumptions

In the development of this plan, a number of assumptions have been made:

- An incident has occurred that has significantly disrupted:
 - o Access to the normal working environment, and / or
 - o Availability of key personnel, and / or
 - o Availability of critical equipment, and / or
 - o Key external suppliers / supply chain
- Normal landline communications may not be available.
- Normal information technology systems and applications may not be available (although the recovery of Information and Communications Technology (ICT) is documented in separate procedures / plans);
- Sufficient senior management and staff are available to implement the actions documented in this BCP;
- The incident is not affecting more than one OLOW physical location; and
- The incident is not affecting simultaneously OLOW and a key business partner (supplier, etc.).

OLOW CMAT

CRISIS MANAGEMENT PHASE

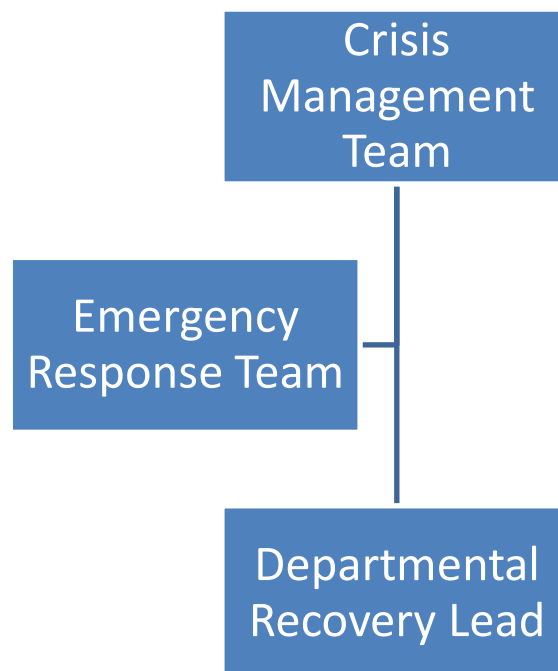
Overview

In some circumstances an incident will be escalated to “crisis” status and may need to secure additional support from the Crisis Management Team (CMT).

Examples of “crises” include, but not limited to:

- Physical loss or damage to site.
- Prolonged denial of access to site (more than 1 week).
- 40% reduction in staff.
- Loss of key personnel (as identified within the Business Impact Analysis matrix).
- Prolonged IT outage.
- Loss of a key supplier or external stakeholder.
- Major incident that involved emergency service attendance.
- Investigation or restriction notice from regulatory body.
- Contamination issue from a neighbouring site.
- Negative media interest.

Crisis Management Structure



How to Initiate

If a disruption to everyday business will result due to an incident or course of action and is not an emergency this should be referred to the specific Head Teacher in the first instance, or to a member of the Trust Executive Team if you are unable to make contact.

Provide information on what the disruption is and how it may affect the 'normal' running of the school, how many members of staff will be affected and what other departments may be impacted by the disruption, be clear and concise.

The information you provide will be reviewed immediately and a decision will be made as quickly as possible on whether the incident will be escalated to a recovery situation. At this point the relevant members of the BCP team will be called into action to work with those departments affected.

Roles and Responsibilities

Specific roles in relation to the crisis management response will be assigned depending on the nature and severity of the event and available personnel at the time of the incident. Collectively the Crisis Management Team will:

- Provide strategic leadership during the crisis event.
- Determine organisational priorities depending on the nature and timing of the event.
- Direct and support response and recovery efforts.
- Maintain a record of the response to the event.
- Record financial transactions arising from the crisis situation.
- Manage relationships with key stakeholders.
- Liaise with external bodies (regulatory, financial, etc.) as appropriate; and
- Manage the media and protect OLOW's reputation.

Crisis Management roles

Assigned Role	Primary	Secondary
Crisis Management Lead	Site Head Teacher	Site Deputy Head or HoS
Crisis Management Coordinator	Site EA or Office / Business Manager	Trust EA
Crisis Communications	CEO	DCEO
Spokesperson	Chair of Board	CEO
Student relations / learning	Site Head Teacher	Site Deputy or HoS
Parent Relations	Site Head Teacher	Site Deputy or HoS
Gov Relations	CEO	DCEO

Assigned Role	Primary	Secondary
MI and Systems	Site MI Lead	DCEO Trust Finance Manager
HR	Site HR/Payroll lead	DCEO
Finance	DCEO	Trust Finance Manager School Finance Officer
IT / Telecommunications	DCEO	Sharp or other Support Partner
Facilities	DCEO	Trust Estates Manager Site Estates Lead
Log keeper	School office manager	Trust EA

External advisors may also need to be called upon a list of potential contacts are provided in Appendix C.

Each department will have a business continuity departmental lead who will need to feed into the Crisis Management Team to update the status of their response. A list of the individual leads are identified below:

Department	LOW
IT Infrastructure/Development	DCEO
H&S	DCEO
Payroll	DCEO
Insurance	Trust Finance Manager
Legal	Winkworth Sherwood
Finance	Finance Manager
Admissions	Site Lead
Procurement	DCEO
Marketing	DCEO
Exams	Site lead

Control Centre

The following locations have been identified as the base for the crisis management team to convene and manage the crisis during an event. In the event the CMT cannot meet in person, a Teams meeting will be required.

Primary	St Albans High, Meeting Room adjacent to staff room.
Alternatives	St Pancras Primary, the Mission Room.

The Control Centre should have the following resources available:

- Internet connection
- A LAN or wireless network for networking laptops (network cables as required)
- Photocopier/multi-function printer (in or located nearby)
- Power sockets
- Several white boards
- Flip charts
- Secure paper disposal
- Notebooks, files, paper, pens, pencils and computer consumables
- Copies of all crisis management plans, related corporate references and documentation (regularly reviewed and updated)
- Secure cupboard/filing cabinet for storage of sensitive materials

CMT Meeting Agenda

In a pressurised situation it is easy to overlook key considerations; therefore, this agenda should be referred to during the first meeting. It is the responsibility of the Crisis Management Lead to assess when the crisis has come to an end and when normal management can continue.

Area	Action	Completed?
Confirm roles	Ensure the right people are in attendance and that all roles and responsibilities are understood. Ensure a log is kept. <u>Consider:</u> Who needs to be present? Is any key person missing?	☐
Facts Vs assumptions	What do you know? (the facts) What do you believe has occurred? Assumptions can inform your judgment, but they must be validated. <u>Consider:</u> What do you need more information about?	☐
Scenarios	Consider the worst case and most likely scenarios. Consider the likely impact on: ▪ People (students / Staff / Parents) ▪ Environment ▪ Assets ▪ Reputation ▪ Stakeholders <u>Consider:</u> What is most likely to happen / has happened?	☐
Response options	<u>Consider:</u> What options are available and what is the agreed course of action	☐
Action list and priority	Determine whether any further information is required before making any decisions. <u>Consider:</u> What needs to be done now and what can wait	☐
Stakeholders	Identify the range of stakeholders and prioritise according to the interest and influence they have. <u>Consider:</u> In what priority should they be contacted?	☐
Communication	Establish the key messages which must be conveyed to stakeholders. Determine who will be responsible for communicating with them. <u>Consider:</u> when the communication will begin	☐
Review	Review this protocol (in principle every hour). Decide when and where the next meeting is. At the next meeting review all points from the previous meeting.	☐

Crisis Management Actions

Crisis Management Lead

Action / Area	Completed?
Identify key stakeholders who will be impacted and notify immediately	☐
Consider the impact on business activities and initiate discussions with key stakeholders	☐
Liaise with the communications lead to determine the message to be disseminated to students, parents and DfE leads and means of communication to be employed	☐
Identify third parties who may be able to offer assistance	☐
Ensure staff are kept informed of all developments and decisions taken	☐
Initiate recovery activities from agreed recovery strategies	☐
Prepare to address media enquiries if appropriate	☐

Crisis Management Coordinator

Action / Area	Completed?
Ensure all team members have been contacted and advised of the incident	☐
Establish control centre environment (virtual or physical) and notify team where to meet	☐
Confirm all members of response team are available or nominated deputies if required	☐
Initiate incident log	☐
Notify insurers and activate loss assessor services if appropriate	☐
Sanction and draw up lists of costs incurred by recovery teams	☐

Crisis Communications

Action / Area	Completed?
Liaise with CM Leader to agree communications strategy and message	☐
Ensure staff are aware of channels to refer media enquiries	☐
Liaise with third party providers to establish any short-term recovery options	☐
Ensure appropriate messaging on website	☐
Consider use of a holding statement or press release. See Appendix A for holding statement guidance	☐
Brief spokesperson for any media interviews	☐

Spokesperson

Action / Area	Completed?
Obtain briefing and key facts from Crisis Communications lead	☐
Refer to appendix B for media golden rules	☐

Student relations

Action / Area	Completed?
Assess the impact on Students	☐
Obtain briefing and key facts from Crisis Communications and Production leads	☐
Report any issues from students/staff that may impact the response or recovery	☐

Supplier relations

Action / Area	Completed?
Assess the impact on suppliers – including if deliveries needs to be redirected / cancelled	☐
Obtain briefing and key facts from Crisis Communications	☐
Report any issues from suppliers that may impact the response or recovery	☐

Human Resources

Action / Area	Completed?
Ensure staff are paid if payroll due	☐
Obtain injury and missing persons reports	☐
If appropriate, set up an emergency number for welfare issues	☐
Assist in obtaining relocation transport for staff, if necessary	☐
Arrange trauma counselling as appropriate	☐
Develop support for relatives	☐
Assess staff morale and assist as necessary	☐
Support ongoing process of staff relocation / relocation costs	☐
Support staff at home as necessary	☐
Liaise with staff committees as required	☐
Support functional areas on HR issues arising from the incident	☐
Contact recruitment agencies	☐

Finance

Action / Area	Completed?
Sanction and draw up lists of costs incurred by recovery teams	☐
Draw up schedule for monies due/ payable	☐
Consider overall finance needs and seek funders' assistance	☐
Work with Insurers and loss adjusters	☐

IT

Action / Area	Completed?
Microsoft Teams allows for calls to be made from desktop app or via mobile app	☐
Arrange for reinstatement for network switches and infrastructure (if possible)	☐
Depending on whether there is a loss of data or servers, decide whether local backups or cloud based back up's should be initiated	☐
Assist users to set up temporary arrangements for voicemail and email	☐
Segregate damaged equipment for repair and organise specialist cleaning	☐
If required assist users with replacing damaged or missing equipment, reinstating remote VPN or mobile access	☐
Maintain records of costs incurred	☐

Estates

Action / Area	Completed?
What is the extent of the damage to buildings and contents?	☐
Can any part of the facility remain in use and are utilities operational?	☐
What security arrangements are necessary?	☐
What is the initial estimated time to restore the facility?	☐
Can key equipment be salvaged?	☐
What is the estimated time to clean / refurbish salvaged equipment?	☐
Assess premises needs	☐
Assign accommodation for departments with immediate needs	☐
Identify likely timescales for alternate premises and communicate to affected departments	☐
Liaise with local Planning and Building Control Department as necessary	☐
Liaise with property agents	☐
Arrange for supplies to be diverted/stopped	☐
Liaise with IT concerning systems and telecommunication	☐
Ensure funds made available to cover requirements	☐

Departmental lead

Action / Area	Completed?
Assess known effect on your Department and list immediate needs	☐
Decide with CMT what activities can be suspended or alternative action to be initiated	☐
Establish one person to act as the liaison co-ordinator with all other teams	☐
Consider impact of the disruption to students	☐
Update managers and assist in detailed communication to staff	☐
Establish limited working as soon as possible – as enabled by the Crisis Management Team	☐
Establish if any work in progress/ work materials have been lost	☐
Re-appraise priorities	☐
Review and adjust recovery strategy	☐
Work with HR to identify staffing needs	☐
Reschedule work	☐

Communications

Main in-bound Phone Number

Redirect as necessary to an alternate number.

Stakeholder Management

Timely communication is imperative when responding to and recovering from an incident or disruption. The matrix below not only outlines who to contact, but under what circumstances they should be contacted and how, for example, you may need to contact students to inform them of delays to their service at the onset of an incident.

Stakeholder	Who is responsible for communicating with them?
Employees	CEO and site Head Teacher
Public	CEO and Chair of Govs
HSE	Head Teacher / Trust Estates Manager
Environment Agency	Trust Estates Manager
Suppliers	DCEO / Finance Manager
Banks	Finance Manager /DCEO
Insurer	DCEO
Media	CEO / DCEO
Next of Kin	CEO / Chair or Trustees
Local Authority Resilience Team	DCEO
Certification bodies	Exam Leads / Head Teacher

Internal Communication

All personnel must refer to their line manager for incident updates and must refrain from speaking directly to the press, customers, students or suppliers unless directed to do so. You must also not publish any information using social media such as Twitter, Facebook etc.

External Communication/Media

If verbal communication is to be made with external contacts and/or the media, this is only to be made by one of the following media trained personnel: CEO
DCEO

Press release templates can be found in Appendix A, with guidelines in Appendix B. These form a guide only and should be reviewed and amended as necessary before being announced.

All non-verbal communication is to be directed via the CEO, who will ensure a similar message to the verbal communications is given.

All communications must be recorded by the Loggist.

LOW

BUSINESS CONTINUITY STRATEGY

Summary

In the event of normal business operations being disrupted, OLOW has developed strategies and solutions for continuing business based on priorities established through conducting a Business Impact Analysis.

This section provides details of these strategies and solutions, together with detailed information required by the various departments. It must be recognised that this information is guidance and may require flexibility in implementation based on the nature and scale of an incident, and the current business cycle.

Recovery Times

Departmental priorities were identified for the following timeframes: Half day, 1 day, 2-3 days, 1 week and 2+ weeks as the result of a business impact analysis. A summary of the business priorities in each time frame is provided under separate cover within the BIA summary matrix, including details of the recovery resources required. The headline activities which the business requires within one day are also outlined below:

1 Day

Business area	Activities
IT	Access to cloud platforms Access to telecoms and Teams
Communications	Internal communications External communications

1 Week

Business area	Activities
Classrooms (Virtual/Physical)	Virtual classrooms – distribute IT equipment, update virtual content Physical classrooms – locate alternatives
Hot Desk office	Release internal capacity Locate alternative locations
Catering	Relocate and promote (bursary – free school meals)
Cleaning	Reallocate/restart
Student Welfare Space	Identify and set up. Communicate.
SEND Provision	Identify, re-task or relocate
Transport	Reallocate/restart as required or reroute. Communicate.
Alternative Parking	Identify, allocate and communicate
Exams	Impact assessment, reschedule. Communicate.
Timetabling	Impact assessment, reschedule. Communicate

Business area	Activities
Service gap analysis	Assess
Funding impact analysis	Assess impact and liaise with funding bodies. Communicate and mitigate.

Business Recovery Strategies

Following the initial response to an incident or disruption, OLOW has determined overarching business continuity strategies aimed at facilitating a timely and effective recovery of core business activities to minimise the impact on students and protect its reputation.

The strategies and timeframes indicated are flexible; it is the responsibility of the Crisis Management Teams to ascertain the correct recovery options and strategies to implement depending on the nature and severity of the incident. A BIA summary matrix has been developed detailing the resources required at the departmental level to support the recovery priorities and should be read in conjunction with this document. The overall recovery strategies are summarised as follows.

Loss of people

Departments have identified the following strategies for the loss of staff, of which more detail can be found in individual departmental plans:

- Short term – coverage within teams / across the organisation where possible.
- Increase working hours to mitigate the impact.
- Recruitment of additional staff (source temporary or agency staff where required).
- Training for more specialised roles.
- Outsource tasks / functions to third parties where applicable.
- Where there is a diminished team capacity some activities will need to be prioritised over others.

To further mitigate risk around loss of people due to the remote potential of a serious accident occurring during travel and the related impact on OLOW, it is advised that no more than two senior and key staff be permitted to travel together.

Senior Staff: Members of the Senior Executive Team

Key staff: Trust Estates Manager, Trust Finance Manager.

Loss of site - office

- a. OLOW systems can mainly be accessed remotely using web browsers, meaning staff can work from external locations.
- b. All staff who are provided with a laptop from the IT department must ensure that it is taken away from site at the end of every working day to enable the initiation of the BCP if site access is lost. For those who have not taken OLOW laptops home, new laptops may need to be purchased and prepared in due course.
- c. Assuming the IT infrastructure is up and running users can remotely access via any internet enabled machine and interface with the Office 365 for email, iTrent, PSF, Arbor etc.
- d. In the event of physical damage incident (rather than denial of access) OLOW will reconfigure the office environment by recovering at current location or leasing alternative office accommodation.

Within the office environment, equipment is limited to laptops, desktops and standard office equipment which can be easily sourced and purchased centrally.

Loss of critical IT Systems

The existing Disaster Recovery arrangements are as follows:

- Dual fibre at St Albans.
- Back up of data via several methods – Microsoft for 356 and OneDrive, NAS for on site, Vendor cloud back-ups.

Loss of stakeholders/suppliers

Ensuring resilience within the supply chain is important, whilst the departments can identify where they will source alternative arrangements in the event of a supplier having an incident, it is important that the business does not place too strong a reliance on any individual provider.

The following critical stakeholders have been identified and their Business Continuity arrangements requested:

Supplier	Contingency arrangements
DfE	None/communication.
LGFL	Starlink. Source alternate vendor
SHARP	Find alternative.
Educational Partners	
Bank	None/Communication.
Arbor	Communicate. Find alternative vendor.
Neo People	Communicate. Find alternative vendor.
PSF	Communicate. Find alternative vendor.

LOW

APPENDIX

Appendix A: Holding Statements

It may be appropriate to pre-prepare one or more templates for responding to media interest.

The media (and other third parties) need to be reassured early that:

1. Everything was in place to prevent the crisis in the first place;
2. The organisation has plans in place to respond and deal with the situation if they were unable to prevent it; and
3. The organisation cares about what has happened and is doing everything it can to remedy the situation.

Any prepared statement should cover the following areas:

- Concern for staff, students and other stakeholders over any casualties
- Put the impact in perspective
- Working with / co-operating with appropriate authorities
- Impact on environment – reassurance to local population
- Implementation of an effective BCP
- Confidence in the ability to continue to meet student needs / impact on students
- Recovery timescale (if known)
- The future – confidence
- Next update – when and where

Examples of holding statement content may include:

1. we are in contact with the victim's family and are doing everything we can to support them
2. we are investigating the incident
3. we are co-operating with the authorities
4. we will be reviewing our procedures and making any improvements necessary to help prevent a repetition of this incident
5. we will immediately put in place any recommendations
6. we are devastated, we pride ourselves on our excellent safety record and this is the first time anything like this has happened

Example templates follow:

Please Note

- This document is designed as an indicator only
- Wherever necessary specialist communication / PR specialists should be consulted
- Not all elements of this document may be relevant to specific incidents and the format should be customised appropriately if used

LOW

FIRST MEDIA RELEASE (WITHIN 6 HOURS)

Day, date & time

LOW regrets to announce that its operations in XXXX (add as appropriate) have been

- (a) Temporarily closed because of a (major) (fire / incident / etc.).....
- (b) Closed for the foreseeable future due to a.....
- (c) Suspended because a bomb has exploded at the site.....
- (d) other

The emergency started at a.m./p.m. GMT / local time on xxth month 20xx.

Our main concerns are for our employees, students, visitors, contractors and our neighbours, and for the local environment.

The cause of the incident is being thoroughly investigated by **[Insert name(s) of appropriate authorities involved]** with the full co-operation of the Company. In the meantime we *are implementing a recovery plan, and** are directly contacting:-

Employees and Students

Employees and Students will be kept updated with the situation via emails and the college website.

Suppliers

The Company has a Business Continuity Plan and this has been invoked. Essential business activities are being recovered rapidly. If you have any urgent queries please use your usual lines of communication, otherwise you will be contacted by a college representative.

A further statement will be made as soon as possible.

* Note that the words in italics may be inappropriate in a general release where there have been serious injuries / loss of life.

Please Note

- This document is designed as an indicator only
- Wherever possible specialist communication / PR specialists should be consulted
- Not all elements of this document may be relevant to specific incidents and the format should be customised appropriately if used

OLOW

SUBSEQUENT MEDIA RELEASES

Day, date & time

- i) Re-state the first paragraph of first media statement
- ii) Expand upon the above with any further facts that are relevant to the audience
- iii) Sympathy message from College to victims (if any)
- iv) Reiterate or amplify information for employees and relatives and friends
- v) Progress on Business Continuity Plan implementation. Number for business contacts. If appropriate, confident comment on recovery.*
- vi) Any other information.

* Note that paragraph v) may be inappropriate in a general release where there have been serious injuries / loss of life.

Appendix B: Media Guidance

Buy Time/ Be Prepared
Never speak to the media without having gathered yourself
Always seek to delay the process – work to your timescales – structure your commitments, e.g. statements/ interviews will be at 2pm and 5pm – ration your time wisely
If a surprise interview is requested, delay it, if possible, even by 5 minutes
Establish the type of issues they want answered ahead of time so you can prepare suitably
Speak with as much preparation completed as possible
Prepare the key points you want to say and if the first question does not give you the opportunity to give that message, start with “before I answer that question, may I say ...”
Remember
Facts are key – assume nothing
Avoid “no comment” responses – it suggests the worst
Deception is fatal
Doubts destroy confidence and fuel conjecture about dishonesty. Where appropriate a firm denial should be made.
Someone else will be telling the story without correct information and their version sets the mood
People will feel privileged if told early enough and are trusted with the facts; they will feel disillusioned if they ‘discover’ the truth; they will become disaffected if their story differs from yours
Answer everything
Manage the control and flow of information
Media priorities are people, environment, property and money – in that order
Show
Concern – you care about what has happened
Commitment – to find out what happened and put it right
Control – of situation at most senior level
Do's
Be positive and truthful
If you do know – tell them
If you don't know – tell them you don't know
Do not speculate – instead defer to the enquiry to follow
Remember – you want the answers more than anyone else
Don'ts
Admit liability – refer to the need for the matter to be fully investigated
Negative deception is fatal

Appendix C: Contacts Directory

The following list contains the contact details of people who may need to be contacted in the event of a crisis.

Organisation	Contact Name	Telephone	Email
Department of Education		0370 000 2288	
LGFL			
SHARP			
ARBOR			
Jeduicium			
Neo People			
PSF			
Portakabin	Hannah Gains	07395 836848	england@updates.portakabin.com
RPA Insurance			
Engineering ins			
Lunchtime catering			
RCCN Cleaning			
Tinkle Phones			
FES FM			
1 st Energy			
Solar for schools			
Winkworth Sherwood			
Marketing People			
Gas supply			
Electricity supply			
Meter co.			

Organisation	Contact Name	Telephone	Email
Risk Manager CAFM			
Inventory			
Lightspeed filtering			

Appendix D: Log form

During the incident it is important that all actions, decisions and information received is documented so that it can be referred to at a later date if required. The following form can be used to capture the information and it is the role of the log keeper to ensure it is completed in a timely manner.

Time	Detail	Action (A), Decision (D) or Information (I)	Completed

Appendix E: Incident report form

Summarize the situation on this form as soon as possible once the incident management team has been assembled. A fresh form may be required as the situation becomes clearer and at periodic intervals.

Incident Report Form			
Person completing report		Date Time	
Incident Details: e.g. extortion, loss of key personnel, data disclosure, flood/water damage			
Specific Location	i.e. area within site		
Current status of people : Staff Visitors Contractors			
Current status of site/location: Building Office			
Who is in charge of the site?			
Who has been notified?			
ACTION REQUIRED			
Review time			

Appendix F: Situation Report

The Core Crisis Management Team will be required to prepare a Situation Report at regular intervals. This report aims to provide an overview of the impact an incident has had on the business, record the actions you are taking and highlighting where additional assistance is required.

Date:	Time:
Department:	Completed by:

Departmental impact – include details on how the incident has impacted on your department, taking into consideration personnel, working environment and equipment

--

Service delivery – Upon initial assessment, what services or activities are you unable to continue delivering within your department?

--

Actions carried out – outline the actions (including communications) you have carried out in regards to the response and in instigating the recovery

--

Outstanding actions – outline the actions (including communications) that are outstanding in your response, including the timeline for being carried out.

Assistance required – highlight where you require additional assistance, information, guidance, resources in order to respond and recover from this incident. The Crisis Management Team will advise on how they may be able to assist with these.

Horizon scan – consider the mid (3 days) to long (1 week) term impacts of this incident on your departmental capabilities and project delivery.