



Avoca Construction Ltd

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Business Continuity Plan

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Approved by: Debbie Illes

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DOCUMENT CHANGE CONTROL

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24/11/2020	1.0	Avoca Construction Ltd	Initial Draft for Asquith House
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Section I: Introduction

A. How to Use This Plan

In the event of a disaster which interferes with Avoca's ability to conduct business, this plan is to be used by the responsible individuals to coordinate the business recovery of their respective departments. The plan is designed to contain, or provide reference to, all of the information that might be needed at the time of a business recovery.

Index of Acronyms: (BCC) Business Continuity Coordinator - (SRT) Site Recovery Team - (SMT) Senior Management Team - (ERT) Emergency Response Team - (BCP) Business Continuity Plan

Section I, Introduction, contains general statements about the organisation of the plan. It also establishes responsibilities for the testing (exercising), training, and maintenance activities that are necessary to guarantee the ongoing viability of the plan.

Section II, Business Continuity Strategy, describes the strategy that the Business Continuity Team will control/implement to maintain business continuity in the event of a factory disruption. These decisions determine the content of the action plans, and if they change at any time, the plans should be changed accordingly.

Section III, Recovery Teams, lists the Recovery Team functions, those individuals who are assigned specific responsibilities, and procedures on how each of the team members is to be notified.

Section IV, Recovery Procedures, determines what activities and tasks are to be taken, in what order, and by whom in order to affect the recovery.

Section V, Appendices, contains all of the other information needed to carry out the plan. Other sections refer the reader to one or more Appendices to locate the information needed to carry out the Team Procedures steps.

B. Objectives

The objective of the Business Continuity Plan is to coordinate recovery of critical business functions in managing and supporting the business recovery in the event of a disruption or disaster. This can include short or long-term disasters or other disruptions, such as fires, floods, earthquakes, explosions, terrorism, extended power interruptions, hazardous chemical spills, and other natural or man-made disasters.

A disaster is defined as any event that renders a business factory inoperable or unusable so that it interferes with the organisation's ability to deliver essential business services.

The priorities in a disaster situation are to:

1. Ensure the safety of employees and visitors in the office building. (Responsibility of the SRT, Heads of Departments)
2. Mitigate threats or limit the damage that threats can cause. (Responsibility of the ERT)
3. Have advanced preparations to ensure that critical business functions can continue.
4. Have documented plans and procedures to ensure the quick, effective execution of recovery strategies for critical business functions.

The Business Continuity Plan includes procedures for all phases of recovery as defined in the Business Continuity Strategy section of this document.

C. Scope

The Business Continuity Plan is limited in scope to recovery and business continuance from a serious disruption in activities due to non-availability of the Avoca Head Office. The BCP includes procedures for all phases of recovery as defined in the Business Continuity Strategy of this document.

The scope of this plan is focused on localized disasters such as fires, floods, and other localized natural or man-made disasters

D. Changes to the Plan/Maintenance Responsibilities

Maintenance of the Business Continuity Plan is the joint responsibility of the Business Continuity Coordinator (BCC) and the Senior Management Team (SMT).

Senior Management Team are responsible for:

1. Periodically reviewing the adequacy and appropriateness of the Business Continuity strategy.
2. Assessing the impact on the Business Continuity Plan of additions or changes to existing business functions, procedures, equipment, and site requirements.
3. Keeping recovery team personnel assignments current, taking into account promotions, transfers, and terminations.
4. Communicating all plan changes to the Business Continuity Coordinator, Site Recovery Team (Heads of Departments) and staff.
5. Maintaining and/or monitoring alternative office space sufficient for critical functions and to meet the site recovery time frames.
6. Communicating all plan changes to the Business Continuity Senior Management Team so that the master plan can be updated.

E. Plan Testing Procedures and Responsibilities

Senior Management Team are responsible for ensuring the workability of their Business Continuity Plan. This should be periodically verified by active or passive testing.

F. Plan Training Procedures and Responsibilities

Senior Recovery Team are responsible for ensuring that the personnel who would carry out the Business Continuity Plan are sufficiently aware of the plan’s details. This may be accomplished in a number of ways including; practice exercises, participation in tests, and awareness programs conducted by the appointed Business Continuity Coordinator.

Section II: Business Continuity Strategy

A. Introduction

This section of the Business Continuity Plan describes the strategy devised to maintain business continuity in the event of a disruption.

B. Business Function Recovery Priorities

The strategy is to recover critical business functions at an alternate site location or for staff to temporary work from home or another site location. This can be possible if an offsite strategy has been put into effect by Senior Management Team and Senior Recovery Team to provide the recovery service.

Alerting to possible incidents

Each employee has a responsibility to ensure that any situation that has the possibility to be a disaster is reported immediately to their Line Manager for the most effective response by the business to take place.

An employee who is aware of an incident that has the likelihood to be a disaster should report it to a Manager/Supervisor in the first instance. The Manager/Supervisor should use the following guidelines (Table A) to gain an understanding of the potential impact of the situation.

(Table A)
GUIDELINES TO INVOCATION
Examples of Incidents that should be reported as potential Disaster situations:- <ul style="list-style-type: none"> • *Complete Loss of Site Power • Complete Loss of Site Telephony. • Complete Loss of “All” System Applications • Complete Staff evacuation due to Fire / Toxic Fumes / Flood etc. • Comprehensive damage to building that renders site inaccessible

If the situation requires escalating, ensure you have the information required within Table B.

(Table B)
APPRAISAL OF SITUATION
<ul style="list-style-type: none"> • Full impact Statement (Damage, H&S Risk) • Cause (if Known) • Location of situation or incident • Time it commenced • How long this situation will remain without intervention • Business impact • Those involved & Those impacted • Contact name and telephone number • Other alerted parties (e.g. emergency services) • Any resolution

C. Relocation Strategy and Alternate Business Site

In the event of a disaster or disruption to the office, the strategy is to recover operations by relocating to an alternate business address.

Primary Location	Alternate Business Site
Suite 2, Asquith House	38 Holmead Walk
Stowey Street	Poundbury
Poundbury, Dorchester	Dorchester
DT1 3DW	DT1 3GE

All Avoca employees use laptops and have the ability to work from home or from site in an immediate disaster. A suitable Alternative Business Site in the event of a long term disaster is still to be identified. There a number of suitable office spaces within the West Dorset area and the alternatives available will be reviewed periodically.

D. Recovery Plan Phases

The activities necessary to recover from a disaster or disruption will be divided into four phases. These phases will follow each other sequentially in time.

1. Disaster Occurrence

This phase begins with the occurrence of the disaster event and continues until a decision is made to activate the recovery plans. The major activities that take place in this phase includes: **emergency response measures, notification of management, damage assessment activities, and declaration of the disaster.**

2. Plan Activation

In this phase, the Business Continuity Plans are put into effect. This phase continues until an alternate office is occupied, critical business functions reestablished, and IT systems restored. The major activities in this phase include: **notification and assembly of the recovery teams, implementation of interim procedures, and relocation to an alternative office location, and re-establishment of data communications.**

3. Alternate Site Operations

This phase begins after the alternative office operations are established and continues until the primary office is restored. The primary recovery activities during this phase are for any backlogs to be reduced and cleared.

4. Transition to Primary Site

This phase consists of any and all activities necessary to make the transition back to a primary office location.

E. Vital Records Backup

All vital records are stored off site on either SharePoint or Sage 50. Minimum recovery of supplier and Subcontractor invoices and payments will be required for those items not already entered on to either of the systems. All current systems are backed to the cloud in Dropbox for Business.

F. Restoration of Hardcopy Files, Forms, and Supplies

In the event of an office disruption, critical records located in the Asquith House location may be destroyed or inaccessible. In this case the amount of critical records, which would have to be reconstructed, will depend on the storage of individual records and if a copy of them has been uploaded to the cloud server.

Section III: Recovery Teams

A. Purpose and Objective

This section of the plan identifies who will participate in the recovery process for the Business Continuity Plan. The participants are organised into one or more teams. Each team has a designated team leader and an alternate for that person. Other team members are assigned either to specific responsibilities or as team members to carry out tasks as needed.

The information in this section is organised into several subsections.

B. Recovery Team Descriptions

This section lists the team definitions for the Business Continuity Team and gives a short explanation of the function of each team or function.

Following appraisal of the situation the below contacts are to be immediately informed – Contact details are given below (Table C).

(Table C)			
ALERTING INCIDENTS		Alternatives	
The Business Continuity co-ordinator (BCC) is:			
During office hours contact details:	Debbie Illes	07872027764	
Out of hours contact details (Mobiles)	Debbie Illes	07872027764	

This section is concerned with understanding the incident, to ensure that enough information is known about the situation, then commencing the authorisation to invoke the plan. The business continuity co-ordinator (BCC) is responsible for the co-ordination of any response to a situation that is detailed in Table A, above.

Process to invocation

The BCC will on receipt of call contact at least one member of the **Senior Management Team (SMT)**. Contact details are given below (Table D).

(Table D)		
SMT CONTACT DETAILS		
Name	Position	Contact details
Nick Illes	Director	07872027764
Kevin Moore	Director	07393821692

Business Continuity Coordinator (BCC) (Debbie Illes) and member(s) of Senior Management Team (SMT) to categorise the level of emergency based upon supporting information from Table B, and categories of emergency follows (Table E).

(Table E)		
INCIDENT CATEGORIES		
<i>Nature</i>	<i>Description</i>	<i>Examples</i>
MINOR	One in which outage is anticipated to be less than 16 hours	<ul style="list-style-type: none"> • Power Outage • Telephone service disruption • No internet access • Short-term environmental failures • Access to building
MAJOR	Where the outage is more than 17 hours but no longer than 2 days	<ul style="list-style-type: none"> • Continued Power Outage • Continued lack of telephone service • Sever failure • Local flooding, (restricted access)
DISASTER	Where outage is expected to be longer than 3 days	<ul style="list-style-type: none"> • Fire • Flood • Civil unrest

Invocation

BCC (Debbie Illes) to notify members of the Site Recovery Team (SRT) that the emergency planned has been invoked.

BCC (Debbie Illes) to call SRT members to a meeting which must be as soon as possible after invocation (at a location nominated initially by BCC). SRT team members (Head of Departments) contact details below (Table F)

The SRT is made up of Heads of Departments, based at Asquith House.

(Table F)				
SRT TEAM MEMBERS CONTACT LIST				
Team	Primary Contact	Contact details	Deputy Contact	Contact Details
Purchasing				
Aftercare				
Human Resources				
Commercial				
Construction				
Technical				
Finance				
Development				
Sales				

C. Recovery Team Assignments

This section identifies the team roles and the specific responsibilities that have been assigned to the team.

Following appraisal of the situation the below contacts are to be immediately informed – Contact details are given below (Table C).

(Table G)			
Emergency response Team (ERT)		Alternatives	
During office hours contact details:			
During office hours contact details: Direct Dial			
Out of hours contact details (Mobiles)			

D. Personnel Notification

This section specifies how the team members are to be notified if the plan is to be put into effect by identifying who calls whom, and in what order.

Site Recovery Team (Heads of Department) to notify their section staff

References: Appendix A - Employee Telephone List (inc. non-Avoca mobile)

E. Team Contacts

This section identifies other people or organisations outside of the Avoca Senior Management Team who might need to be contacted during the recovery process. Their names and telephone numbers are provided. (Table H)

BCC (Debbie Illes) will contact all disaster recovery suppliers, and invoke the services, as required. Contact details below (Table H).

(Table H)		
DISASTER RECOVERY SUPPLIERS CONTACT LIST		
Company	Supplying	Contact details and contract number(s)
Fire Alarm	ISIS fire	
Intruder Alarm	South Coast Alarms	
Gas & Water	Managing Agent (part of service charge)	

Electricity	Green Energy UK	
Telephone System	BT Cloud Phone	

Business Continuity Coordinator – Debbie Illes

In the event of a disaster, the Business Continuity Coordinator is responsible for ensuring that the following activities are successfully completed:

- Works with the Avoca Senior Management Team to officially declare a disaster, and start the Disaster Recovery/Business Continuation process to recover’s business functions at an alternate site.
- Alert Senior Management/Heads of Departments that a disaster has been declared.
- Assist in the development of an official public statement concerning the disaster. Managing Director or Marketing Director is the only individual authorized to make public statements about organisation affairs.
- Monitor the progress of all Business Continuity and Disaster Recovery teams daily.
- Present Business Continuity Plan recovery status reports to Senior Management team on a daily basis.
- Communicate directions received from Senior Management team to the Site recovery team.
- Provide on-going support and guidance to the Business Continuity teams and personnel.
- Review staff availability and recommend alternate assignments, if necessary.
- Work with Senior Management to authorise the use of the alternate office location

Site Recovery Team

This team is responsible for:

- Ensuring the recovery/restoration personnel has assistance with clerical tasks, errands, and other administrative activities.
- Arranging for the availability of necessary support services and equipment.
- Providing a channel for authorisation of expenditures for all recovery personnel.
- Tracking all costs related to the recovery and restoration effort.
- Identifying and documenting when repairs can begin and obtaining cost estimates.
- Determining where forms and supplies should be delivered, based on damage to the normal storage areas for the materials.

- Contacting Suppliers to schedule specific start dates for the repairs.
- Taking appropriate actions to safeguard equipment from further damage or deterioration.
- Coordinating the removal, shipment, and safe storage of all furniture, documentation, supplies, and other materials as necessary.
- Supervise all salvage and cleanup activities.
- Coordinating required departmental relocations to the recovery sites.
- Coordinating relocation to the permanent site after repairs are made
- Assuring order placement for consumable materials (forms, supplies, etc.) for processing based upon input from the other teams.
- Notifying the Royal Mail Postal Service of delivery disruption.
- Establishing internal postal delivery procedures and process.
- Assuring that post, and reports are redirected to the proper location as required.

Emergency Response Team

This team is responsible for:

- The safety of all employees.
- Inspecting the physical structure and identifying areas that may have sustained damage.
- Expanding on and/or revising the findings of the Preliminary Damage Assessment.
- Providing management with damage assessment reports and recommendations.

Section IV: Recovery Procedures

A. Purpose and Objective

This section of the plan describes the specific activities and tasks that are to be carried out in the recovery process for Avoca. Given the Business Continuity Strategy outlined in **Section II**, this section transforms those strategies into a very specific set of action activities and tasks according to recovery phase.

The Recovery Procedures are organised in the following order: recovery phase, activity within the phase, and task within the activity.

The recovery phases are described in **Section II.D** of the Plan. In the Recovery Procedures document, the phases are listed in the order in which they will occur. The description for each recovery phase begins on a new page.

Each activity is assigned to one of the recovery teams. Each activity has a designated team member who has the primary assignment to complete the activity. Most activities also have an alternate team member assigned. The activities will only generally be performed in this sequence.

The finest level of detail in the Recovery Procedures is the task. All plan activities are completed by performing one or more tasks. The tasks are numbered sequentially within each activity, and this is generally the order in which they would be performed.

B. Recovery Activities and Tasks

PHASE I: Disaster Occurrence

ACTIVITY: Emergency Response

ACTIVITY IS PERFORMED AT LOCATION: Asquith House

ACTIVITY IS THE RESPONSIBILITY OF THIS TEAM: All Employees

TASKS:

1. After a disaster occurs, quickly assess the situation to determine whether to immediately evacuate the building or not, depending upon the nature of the disaster, the extent of damage, and the potential for additional danger.
2. Quickly assess whether any personnel in your surrounding area are injured and need medical attention. If you are able to assist them without causing further injury to them or without putting yourself in further danger, then provide what assistance you can and also call for help. If further danger is imminent, then immediately evacuate the building.
3. If appropriate, evacuate the building in accordance with the building's emergency evacuation procedures. Use the nearest stairwells.
4. **Outside of the building meet at an agreed designated meeting point such as the fire assembly point. Do not wander around or leave the area until instructed to do so.**
5. Check in with your department manager for roll call. This is important to ensure that all employees are accounted for.

ACTIVITY: Notification of Management

ACTIVITY IS PERFORMED AT LOCATION: At Any Available Phone

ACTIVITY IS THE RESPONSIBILITY OF: BCC & the Site Recovery Team

PRIMARY: Heads of Departments - various

TASKS:

1. Business Continuity Co-ordinator informs the members of the Senior Management team and notifies the site recovery team if they have not been informed.
2. Avoca Staff are notified of the disaster by following procedures as included in **Section III. D. - Recovery Personnel Notification.**
3. Depending upon the time of the disaster, personnel are instructed what to do (i.e. stay at home and wait to be notified again, etc.)

ACTIVITY: Preliminary Damage Assessment**ACTIVITY IS PERFORMED AT LOCATION:** Asquith House**ACTIVITY IS THE RESPONSIBILITY OF:** Business Continuity Management Team**TASKS:**

1. Contact the Business Continuity Coordinator (BCC) to determine responsibilities and tasks to be performed by the Senior Management Team or employees.
2. If the BCC requests assistance in performing the Preliminary Damage Assessment, caution all personnel to avoid safety risks as follows:
 - Enter only those areas the authorities give permission to enter.
 - Ensure that all electrical power supplies are cut to any area or equipment that could possess a threat to personal safety.
 - Ensure that under no circumstances is power to be restored to computer equipment until the comprehensive damage assessment has been conducted, reviewed, and authority to restore power has been expressly given by the Emergency Response Team.
3. Inform all team members that no alteration of facilities or equipment can take place until the Risk Management representatives (this is a function provided through the Emergency Services and / or business Insurers Loss Adjusters) have made a thorough assessment of the damage and given their written agreement that repairs may begin.
4. Instruct the Emergency Response Team Leader to deliver the preliminary damage assessment status report immediately upon completion.
5. Facilitate retrieval of items (contents of file cabinets -- security codes, network backup tapes, control books, etc.) needed to conduct the preliminary damage assessment.
6. Ensure that administrative support is available, as required.
7. Arrange a meeting with the Emergency Response Team and Senior Management Teams to review the disaster declaration recommendation that results from the preliminary damage assessment and to determine the course of action to be taken. With this group, determine the strategy to recommend to Management Board.

ACTIVITY: Declaration of a Disaster**ACTIVITY IS PERFORMED AT LOCATION:** Asquith House**ACTIVITY IS THE RESPONSIBILITY OF:** Management Team**TASKS:**

1. Actual declaration of a disaster is to be made by the Business Continuity Co-ordinator after consulting with the Senior Management team. The Site Recovery team should wait for notification from the BCC that a disaster has been declared and that groups/departments are to start executing their Business Continuity Plans and relocate to their Alternate Business Site Location.
2. The person contacted verifies that the caller is someone who is authorised to do the notification.
3. The person contacted notifies the Senior Management, if they have not yet been contacted.
4. In the event the Business Continuity team cannot be assembled or reached, the Heads of departments should assemble, gather appropriate information, consult with senior management, and make the decision whether to declare the disaster.
5. Because of the significance, disruption, and cost of declaring a disaster, appropriate facts should be gathered and considered before making the decision to declare a disaster. Individual groups/department personnel or the respective Senior Management Team should not unilaterally make a decision to declare a disaster. This is responsibility of the Business Continuity team.
6. The SRT leaders call each member of their department and instructs them of what time and where they should report for work.
7. Review the recovery strategy and action plan with their assembled team.
8. If necessary, adjust the management team assignments based on which members are available.

ACTIVITY: Relocation to Alternate Site**ACTIVITY IS PERFORMED AT LOCATION: Alternate Office location****ACTIVITY IS THE RESPONSIBILITY OF: All Critical Personnel****TASKS:**

1. When instructed by the Senior Management Team, make arrangements to commute or travel to the alternate site, location to be advised
2. The Senior Management Team needs to consult with the Emergency Response Team to determine if access can be gained to the primary (damaged) site to retrieve vital records and other materials. The ERT will only allow access to the primary site if the authorities grant access. This will be dependent upon the nature of the disaster and the extent of damage.
3. If allowed access to the primary site to retrieve vital records and other materials, **perform some pre-planning to determine what is most important to retrieve**. This may be necessary since the time you may be allowed access to the primary site may be minimal.
4. Depending on the amount of vital records and other materials you are able to retrieve from the primary site, make arrangements to transport this material to the alternate site.
5. Management and critical employees travel to alternate site.
6. After arrival at the alternate site, map out locations that can be used for each department. This should include conference rooms, training rooms, lunch/break areas, and open space in hallways or in other areas, as necessary.
7. Obtain additional tables and chairs, either from the existing office, a hire company or purchase new/rent, to provide additional workspace.
8. **Determine flexible working schedules for staff** to ensure that client and business needs are met, but also to enable effective use of space.
9. Gather vital records and other materials that were retrieved from the primary site and determine appropriate storage locations, keeping in mind effectiveness of workgroups.
10. Determine which vital records, forms, and supplies are missing. Obtain from off-site storage location or from other sources, as needed.
11. Develop prioritised work activities, especially if all staff members are not available.

ACTIVITY: Establishment of Telephone Communications**ACTIVITY IS PERFORMED AT LOCATION: Alternate Office location****ACTIVITY IS THE RESPONSIBILITY OF: telephone Liaison****TASKS:**

1. Contact the BT Cloud Phone to establish data links to the server domain and to arrange rerouting of the telephone communications systems.
2. Prepare a list of phone extensions which your staff will be temporarily using and provide this list to the alternate site switchboard operator.
3. Contact Dropbox to determine when the data center is to be recovered, if affected by the disaster. Also, discuss when data communications will be established between the primary backup data center and your alternate site.
4. Discuss with the IT department when and how replacement PC's and/or terminals will be provided to you at the alternate site and when they will be connected.
5. Communicate the recovery status to all staff who regularly use the systems.

PHASE IV: Transition to Primary Operations**ACTIVITY: Changing Telephone and Data Communications Back to Primary Site****ACTIVITY IS PERFORMED AT LOCATION: Alternate Site****ACTIVITY IS THE RESPONSIBILITY OF: IT Liaison****TASKS:**

1. Coordinate with BT Cloud Phone Team to determine when we will be relocating back to the primary site. Verify that they have a schedule to ensure that telephone and data communications are rerouted accordingly.
2. Discuss when and how PC's, terminals, and printers, if brought into the alternate site, will be de-installed, moved back to the primary site and re-installed.

ACTIVITY: Relocating Personnel, Records, and Equipment Back to Primary (Original) Site

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site and Primary Site

ACTIVITY IS THE RESPONSIBILITY OF: Management Team

TASKS:

1. In conjunction with the ERT SRT, determine when Avoca will be scheduled for relocating back to the primary site.
2. Communicate this schedule to all staff.
3. Inventory vital records, equipment, office supplies, and other materials, which need to be transported from the alternate site to the primary site.
4. Pack, box, and identify all materials to be transported back to the primary site.
5. In conjunction with the Senior Management Team, make arrangement for a moving company or courier service to transport the equipment back to the primary site.

Section V: Appendices

Appendix A - Employee Telephone Lists

Appendix B - Recovery Priorities for Critical Business Functions

Appendix C - Alternate Site Recovery Resource Requirements

Appendix D - Technical Requirements

Appendix E - Vital Records

Appendix A - Employee Telephone Lists (DEPARTMENT)

	Employee	Title/Function	Office #	Home Phone #	Mobile Phone No. #	EMAIL	Time Called	Arrival Time	Comment



Employee	Title/Function	Office #	Home Phone #	Mobile Phone No. #	EMAIL	Time Called	Arrival Time	Comment

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- * Indicates Team Leader / Head of Department
- ** Indicates Alternate Team Leader

Appendix B - Recovery Priorities for Critical Business Functions

Department or Functions	Priorities	Maximum Allowable Downtime			
		1-2 Days	3-5 days	1-2 weeks	> 2 weeks
Contracts	Critical	X			
Telephone System				X	
Alarm system			X		
Electricity			X		
Gas			X		
Water			X		
Telephone & Broadband			X		
Landlord					X
Post Office					X
Insurers		X			
Payroll			X		
Finance		X			

**Appendix C - Alternate Site Recovery Resource Requirements
General Requirements**

#	Description	Current Number	BCP Number	Comments
1.	Number of people	5		
2.	Square footage needed	2500	2000	
3.	Power Outlets 220V	40	15	3 power per person
4.	Telephones	3	3	Can forward numbers to mobiles in most instances
5.	Telephone lines	1	1	Telephones line over LAN
6.	Desks (4 pods)	8	8	
7.	Chairs	8	8	Desk and meeting room chairs
8.	Tables	2	1	Meeting room tables
9.	Pedestals / Desk tidy's	8	8	
10.	Photocopiers	1	1	
11.	Video Conferencing kits	1	1	
12.	File Cabinets (specify type)	5	2	
13.	Cupboards	2	2	
14.	Other - Please attach list			

Appendix D - Technical Requirements

#	Description	Current Number	BCP Number	Comments
1.	Telephone Lines (ISDN 60)	1	1	
2.	Broadband	1	1	
3.	Digital handsets	3	3	
4.	Laptops	5	5	All staff use a laptop
6.	PC's/ thin client	0	0	
8.	Photocopiers	1	1	
9.	Plotter	1	0	
10.	LAN/WAN Connections	1	1	Backup established
11	Other Computers	0	0	
12.	Other - Please attach list			

Appendix E - Vital Records

Description	Primary Location of Records	Alternate (Backup) Location of Records	Other Sources to Obtain Records
Landlord Lease Agreement Documentation	Office Filing Cabinets	Office Filing Cabinets	Dropbox
Insurance Documentation	Office Filing Cabinets	Office Filing Cabinets	Dropbox
Legal and any Litigation Files	Office Filing Cabinets	Office Filing Cabinets	Dropbox
Contractor Company Documentation	Office Filing Cabinets	SharePoint	Dropbox
Employee HR Documentation	Office Filing Cabinets	Some in Office Filing Cabinets	Dropbox
Local Water Company Supplier Details	Accounts Department File Cabinets	Suppliers	Dropbox
Electricity Supplier Details (EDF)	Accounts Department File Cabinets	Suppliers	Dropbox
Gas Supplier Details	Accounts Department File Cabinets	Suppliers	Dropbox