BUSINESS CONTINUITY PLAN

TRUST UTILITY MANAGEMENT

24th October 2018
Version: 2.2

Statement of Confidentiality

This document is proprietary to Trust Utility Management Ltd. Except for governance purposes this document should not be copied, disclosed or otherwise revealed to outside parties without the prior consent of Trust Utility Management Ltd.

Trust Utility Management, Foundry Park, Lows Lane, Ilkeston, Derbyshire, DE7 4QU

t: 0115 930 9325

w: www.trustutilitymanagement.co.uk

Distribution List

Reviewer	Company	Review / Information
Liam Coyne	Trust Utility Management	Author
Bill Hammond	Trust Utility Management	Reviewer
David Grier	Trust Utility Management	Reviewer
Brian Boyce	Alphatec Software	Information

Amendment History

Version	Date	Author	Description
1.0	3/2/2015	Bill Hammond	Creation of initial document
1.1	13/4/2016	Bill Hammond	Reviewed for currency
1.2	1/11/2016	Liam Coyne	Added sections as per the Information Security Policy updates
2.0	17/03/2017	Bill Hammond	Amended for consideration of TMS
2.1	24/10/2017	Liam Coyne	Reviewed and updated contact details
2.2	24/10/2018	Liam Coyne	Annual Review and updated contact details

Table of Contents

Contents

Introduction

This plan is to prepare Trust Utility Management to cope with the effects of an emergency. The nature of the emergency is unknown therefore information and guidance is around key systems, communication strategies and return to business as usual.

Objectives of the Plan

To provide a flexible response so that Trust Utility Management can:

- Respond to a disruptive incident
- Maintain delivery of critical activities/services during an incident (business continuity)
- Return to Business as Usual (recovery)

Immediate Actions and Priorities

1. Establish communication with the key members of the Business Continuity Team.
   a. Initial group call via telephone immediately (see key contacts). Mobiles are the primary contact with landlines to be used as a secondary option if mobile networks are down.
   b. If all members are close to one another (within 15 minutes) then arrange physical meeting, if appropriate, and instruct key contacts to bring emergency packs if appropriate (see Emergency Packs) as necessary.
2. Identify critical systems affected
   a. If main Ilkeston site IT is unavailable then contact Alphatec to arrange use of DR Servers and instruct someone to take emergency pack with back ups to their Dodford site.
   b. If the main site Ilkeston Site is unavailable then a new Bunsiness Continuity issue will be raised in ClaimControl. All BC Team members have access to the system and can
      i. Make updates to the log,
      ii. Upload any documents and pictures that need shared among the team.
      iii. The insurance policies are also available in the policy management system within ClaimControl.
      iv. Actions can be raised and tracked through the actions and workflow are of the incident.
3. Agree Communication Strategy and assign a single contact for
   a. Staff
   b. Client Communication
   c. Subcontractor Communication
   d. IT / Services if appropriate (e.g. disruption or damage to services, internet, IT infrastructure)
4. Agree appropriate communication actions first and allow that person(s) to start communicating
5. Remainder of the Team agree necessary actions to facilitate business continuity or return to business as usual as appropriate.
6. Primary Communication person to be given an update on situation and plan hourly at a minimum.

Critical Functions

The services / products identified as most important for the business to continue. This list may be used as a checklist to ensure critical tasks are completed on time. The timeframes below are general as these will depend on the nature and severity of the emergency.

Standard priorities are numbered in 10s to allow the BC team to place any ad-hoc or circumstance specific priorities in their correct place.

Priority	Critical Function	Timeframe	See Page
10	Staff – Availability & Communication	1 hour	9
20	WASP	1 hours	
30	Access to Plant, Equipment and Materials	4 hours	
40	Sage Accounts	6 hours	
50	Other Systems ClaimControl, Virtual Cabinet & TMS TimeRecording, Plant Manager	12 hours	
60	Recovery – Post BC return to Business as Usual		

Critical Function: Staff Availability

	Information
Responsibility	BC Communications Person
Potential Impact on Organisation	High
Likelihood of interruption to organisation	Low
Recovery Time Objective	1 hour
Resources Required for Recovery	
Staff	BC Communications person Director
Data / Systems	N/A
Premises	Staff able to receive work instruction and complete work without access to site through the WASP App Alphatec Premises have been agreed as a DR operation location if required.
Communications	See Contact lists
Equipment (Key equipment recovery, replacement or alternative sources)	Workforce have the required phones and tablets. No single location can impact this.
Supplies / Materials (processes to replace stock and key supplies required)	Any android device and any internet connected PC can be used to contact staff.

Critical Function: WASP Works Scheduling Platform

	Information
Responsibility	BC Operations
Potential Impact on Organisation	High
Likelihood of interruption to organisation	Low
Recovery Time Objective	1 hour
Resources Required for Recovery	
Staff	BC Operations & Alphatec if required
Data / Systems	WASP is hosted SaaS system that can be accessed from any location with an internet connection. Mobile Apps can work offline allowing workforce to complete assigned work even if there is no mobile connection. If the WASP system is unavailable, e.g. country wide internet outage or WASPs primary and secondary datacentres were down then WASP can be run from Alphatec premises or paper work instructions can be used
Premises	Staff able to receive work instruction and complete work without access to site through the WASP App and any internet connection. Once work is received the work can be worked and completed with offline.
Communications	See Contact lists
Equipment (Key equipment recovery, replacement or alternative sources)	Workforce have the required phones and tablets. No single location can impact this.
Supplies / Materials (processes to replace stock and key supplies required)	Any android device and any internet connected PC can be used to access the system.

Critical Function: Access to Plant, Equipment & Materials

Information	
Responsibility	BC Operations
Potential Impact on Organisation	Medium
Likelihood of interruption to organisation	Low
Recovery Time Objective	4 hours
Resources Required for Recovery	
Staff	BC Operations, Senior Manager, Plant Manager
Data / Systems	N/A
Premises	Foundry Park drawing attached
Communications	See contact lists
Equipment (Key equipment recovery, replacement or alternative sources)	Due to the mobility of the operation the majority of plant and equipment would be off site, and not on one site. Replacement equipment could be sourced through suppliers.
Supplies / Materials (processes to replace stock and key supplies required)	Materials are unlikely to be damaged due to storage areas, however with the mobility of the work materials can be sourced from multiple locations.

Critical Function: Sage Accounts

Information	
Responsibility	Kazzoo
Potential Impact on Organisation	Medium
Likelihood of interruption to organisation	Low
Recovery Time Objective	6 hour
Resources Required for Recovery	
Staff	Kazzoo
Data / Systems	If Sage is unavailable, the software can be reinstalled from the emergency pack and back up restored onto any PC.
Premises	Agreement in place with Alphatec the core admin staff can work from their premises in the event of a DR situation.
Communications	See contact list
Equipment (Key equipment recovery, replacement or alternative sources)	Any PC or existing PC is a corruption/virus issue
Supplies / Materials (processes to replace stock and key supplies required)	N/A

Critical Function: Other Systems

	Information
Responsibility	BC Co-ordinator, Alphatec, TMS and INVU
Potential Impact on Organisation	Low
Likelihood of interruption to organisation	Low
Recovery Time Objective	12 hour
Resources Required for Recovery	
Staff	BC Co-ordinator, Alphatec, TMS , Plant Manager and INVU
Data / Systems	ClaimControl is a hosted incident, claims and insurance platform. This is web hosted and available from anywhere with an internet connection. In the event the primary and secondary data centre locations went down incidents and claims can be reported via phone to the BC Communications person and written on paper / email until the system is active again. TMS – Workforce can complete manual paper based timesheets or log time within WASP in the job / activity comments. Plant – equipment can be tracked manual on paper or on wasp until system is restored Virtual Cabinet – Access to existing documents can be gotten from the backups in the emergency pack.
Premises	N/A as all data systems above can be recovered at any site
Communications	See Contact lists
Equipment (Key equipment recovery, replacement or alternative sources)	N/A
Supplies / Materials (processes to replace stock and key supplies required)	Any PC can be used to restore the documents.

Critical Function: Recovery

Information	
Responsibility	BC Co-ordinator & Operations
Potential Impact on Organisation	High
Likelihood of interruption to organisation	Low
Recovery Time Objective	Dependant on Emergency
Resources Required for Recovery	
Staff	BC Co-ordinator, Alphatec, TMS and INVU, Kazzoo
Data / Systems	Work to restore site or establish a new site for short / medium term
Premises	N/A as all data systems above can be recovered at any site
Communications	See Contact lists
Equipment (Key equipment recovery, replacement or alternative sources)	Any PC can be used to restore the documents. Servers can be replaced within 24 hours
Supplies / Materials (processes to replace stock and key supplies required)	Local stationary supplier can supply basic documentation

Key Contacts

Internal Staff

Name	DR Role	Office Phone	Mobile Contact	Home Contact	e-mail	Emergency Pack Holder
Bill Hammond	Operations	01159 309325	07815 418101		bill.hammond@trustum.co.uk	Yes
David Grier	Co-ordinator	01159 309325	07764 922563		david.grier@trustum.co.uk	Yes
Liam Coyne	Client & Subcontractor Communications	01159 309325	07815 418060		liam.coyne@trustum.co.uk	No
Emma Widdowson	Operations	01159 309325	07912 782175		emma.widdowson@trustum.co.uk	No
Alistair Winch	Operations	01159 30325	07837 199333	01159 74901	alistair.winch@trustum.co.uk	No
Robert Galbraith	Operations	01159 309325	07811 974029		rob.galbraith@trustum.co.uk	No
Ian Doe	Financial Controller	01159 309325			Ian.doe@trustum.co.uk	No
Debbie Hume	Communications	01159 309325	07947 131264		debbie.hume@trustum.co.uk	No
Sheila Bowdler	Suppliers	01159 309325	07973 725229		sheila.bowdler@trustum.co.uk	No
Phil Harkin	Compliance	01159 309325	07815 418704		phil.harkin@trustum.co.uk	No
Declan McGinty	Plant & Transport	01159 309325	07525 614303		declan.mcginty@trustum.co.uk	No

Sub-Contractors

Name	Provides	Office Phone	Mobile Contact	Home Contact	e-mail
Chris Cain (Kazzoo)	Network Support	08443729893	07595162348		support@kazzoo.com
Brian Boyce (Alphatec)	WASP & ClaimControl	01327 343205	07917104579	01604761644	BBoyce@alphatec.net
Mitrefinch	TMS Time system	01904 693520/ 01909 693949			support@mitrefinch.co.uk

Utilities Companies

Name	Company	Telephone	e-mail
Electricity	Scottish Power Energy Retail Ltd	0800 0740062	
Phone	Bluusky	01332 799716	info@bluuskyconnections.co.uk
Mobile Phones	EE Mobiles	0800 0793333	
Internet	O2 Ltd	08005884210	
Water	Severn Trent Water Ltd	08457 500500	

Plan of Premises

Plan of premises (for use by emergency services) showing locations of:

- Main water stop-cock
- Switches for gas and electricity supply
- Any hazardous substances
- Items that would have priority if salvage became a possibility

Local Emergency Services

Name	Company	Telephone	Useful Links
Ambulance	Emergencies	999	http://www.emas.nhs.uk/
Fire Service	Emergencies	999	http://www.derbys-fire.gov.uk/
Floodline	Information Service	0845 988 1188	https://flood-warning-information.service.gov.uk/warnings
NHS UK	Emergencies	0845 46 47	https://www.nhs.uk/pages/home.aspx

Police	Emergencies Non-emergency matters	999 101	http://www.derbyshire.police.uk/Homepage.aspx

Insurance & Finance Companies

Insurance Policies and documentation are available in the Trust Claim Control Policy Management system. This system is web hosted and so will be available even if the main Trust network / site is inaccessible.

Name	Company	Telephone	Useful Links
Banking	Allied Irish Banking	01159 082460	https://aibgb.co.uk/
Banking	Lombard Asset Finance	0345 8778888	https://www.lombard.co.uk/
Insurance	Tower Gate – Axa Insurance	01732 228748	https://www.towergateinsurance.co.uk/

Plant and Vehicle Companies

Company	Telephone	Email	Useful Links
GAP Plant	0141 2254620	depot.quieries@gap-group.co.uk	https://www.gap-group.co.uk/
GAP Vehicle	0141 2252662	gary.boag@gapvehiclehire.co.uk	https://www.gap-group.co.uk/
UK Tool Hire Ltd	01159 791068	teresa.shaw@uktool.co.uk	http://uktool.co.uk/
Truck & Bus	01159 404466	johntmoore@mobiletruckandbus.co.uk	www.mobiletruckandbus.co.uk
Enterprise Vehicle Hire	01743 457658	matthew.doyle@burnt-tree.co.uk	https://www.enterprise.co.uk
Express Tool Hire	01159 419900	richard@expresstoolhire.co.uk	http://expresstoolhire.com/

Material Companies

Company	Telephone	Email	Useful Links
Aggregate Industries UK Ltd	01530 512311	weighbridge.derby@aggregate.com	http://www.aggregate.com/
Breedon Aggregates	01332 694010		https://www.breedongroup.com/
Cemex Ltd	01642 628393		http://www.cemex.co.uk/
Slinter Mining Co. Ltd	01629 822498	slinter@w3z.co.uk	http://concretederby.com/
MAP Building Supplies	01332 799888	info@mapcivils.co.uk	http://mapcivils.com/
Travis Perkins	01159 324278		https://www.travisperkins.co.uk/
Keyline Building Merchants Ltd	01159 866371		http://www.keyline.co.uk/
Saint Gobain – PAM Ltd	01159 451730		http://www.saint-gobain-pam.co.uk/
EBS Office Supplies	01159 444760	sales@ebsoffice.co.uk	https://ebsoffice.co.uk/

Emergency Pack Contents

As part of the recovery plan for the organisation, key documents, records and equipment are held off-site are Managing director and commercial directors home address and at Dodford Hill Farm, Dodford, Northamptonshire, NN7 4GS in an emergency pack

The contents of the emergency pack is:

Documents:
- A copy of this plan, including the key contact details
- Insurance policies
- License and Password/Activation Key details for key systems (also available on Last Pass encrypted site).

Records:
- Server backups
- Sage / Accounting Backup
- Installation Media for core software

Equipment:
- Spare Keys
- Alarm fob
- Torch and Batteries

Action & Expense Log

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.

If ClaimControl is available and the BC Team are in different locations then the actions screen should be used to keep a record of the following as it will be accessible by all members of the team from anywhere and can be referred to by the communications person(s) for up to date information at any time.

Date/Time	Decision / action taken	By Whom	Costs Incurred

Date/Time	Decision / action taken	By Whom	Costs Incurred