

Policy for Business Continuity & Dynamic Lockdown and Plan

Institute for Optimum Nutrition

1. Aim of the Plan

This plan has been designed to prepare the Institute for Optimum Nutrition (ION) to cope with the effects of an emergency or crisis. It is intended that this document will provide the basis for a relatively quick and painless return to “business as usual” regardless of the cause.

2. ION Approach to Dynamic Lockdown Scenarios

Firearms and weapons attacks are rare, but it is important to understand the impact such an event might have on the organisation’s activities, especially when hosting lectures in Central London locations, and to adopt an overarching approach to responding to such an event.

The National Counter Terrorism Security Office (NaCTSO) is a police unit that supports the 'protect and prepare' strands of the government’s counter terrorism strategy.

NaCTSO defines dynamic lockdown as: “the ability to quickly restrict access and egress to a site or building (or part of) through physical measures in response to a threat, either external or internal. The aim of lockdown is to prevent people moving into danger areas and preventing or frustrating the attackers accessing a site (or part of). It is recognised that due to their nature some sites may not be able to physically achieve lockdown.”

Ultimately ION’s ability to act will be guided by the relevant authorities but we will ensure that our third party venues have proper emergency protocol procedures in place as we will be obliged to follow them in the event of a lockdown.

The organisation cannot assume full responsibility for the safety of staff and students should such a situation arise as this is the responsibility of the emergency services. We will however raise awareness in staff and student bodies of the need to be alert and take responsibility for their personal safety in such situations.

ION will, therefore, take responsibility for communicating with staff and student bodies and relevant third parties once the site has been declared safe, providing telecom and data service are unaffected.

For more information please visit

And

See Appendix 2: RUN, TELL, HIDE poster

And

See Appendix 3: NaCTSO Crowded Places Guidance, pages 17, 21 and 29

3. Objectives of the Plan

- Understand the critical functions and activities of the organisation.
- Analyse and respond to the risks to the organisation.
- Provide a detailed, prioritised and timetabled response to an emergency situation.
- Identify the key roles, responsibilities and contacts to respond to an emergency.

4. Critical Function Checklist

Critical Function Checklist		
Priority	Critical Function	Timeframe
1	ICT and VLE	24, 4 & 48 Hours
1	External Lecture Venue	As Appropriate
2	Premises – Main Office	As Appropriate
3	Key Operational Functions	1 Day

This list may be used as a checklist to ensure that critical tasks are completed on time and according to a pre-agreed priority schedule. It may also be used to provide a hand-over document between different shifts in the recovery process.

5. Command and Control

The decision to use this plan will be taken by the following, who will also be responsible for taking the “difficult” decisions for the organisation overall:

Command and Control		
Name	Title	Contact Details
Chris Mansi	Chief Executive (CEO)	07946370737
Gareth Pritchard	Business Manager (BM)	07731435581
Heather Rosa	Dean	07477181318
Jackie Lynch	Chair	07919008992

6. Critical Function Analysis and Recovery Process

Critical Function Analysis and Recovery Process	
Priority : 1 Critical Function:	ICT, VLE & Finance Data
Responsibility: (role responsible for leading on this activity, plus deputies)	Business Manager– ICT including website Digital Designers – VLE Finance Managers (FM) - Finance
Potential impact on organisation if interrupted:	1) Stoppage of office function 2) Inability for students to access online content. 3) Disruption to financial reporting
Likelihood of interruption to organisation:	ICT – Medium VLE – Low Finance - Medium
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)	ICT – Within 24 hours VLE – Within 4 hours Finance – Within 48 hours
Resources Required for Recovery	
Staff (numbers, skills, knowledge, alternative sources)	Business Manager – Contact with Cooperative Systems, KOKM, Moodle & Stripe21 Digital Designers – Kokm/Moodle BM/FM - Finance
Data / systems (backup and recovery processes, staff and equipment required)	Off-site backups by Cooperative Systems, Moodle, Kokm.
Premises (potential relocation or work-from-home options)	N/A
Communications (methods of contacting staff, suppliers, customers, etc)	Staff contact list Also see Section 6 Contact Lists.
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	Revert to paper back up for enquiries.
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	N/A
Priority: 1 Critical Function:	External Lecture Venue
Responsibility: (role responsible for leading on this activity, plus deputies)	Business Manager
Potential impact on organisation if interrupted:	Relocate essential teaching activities
Likelihood of interruption to organisation:	Contract Vulnerability – Medium High Flood/Fire/Other – Low
Recovery timeframe: (how quickly must this function be	All lectures – postpone and rearrange within an appropriate time.

recovered to avoid lasting damage)	
Resources Required for Recovery	
Staff (numbers, skills, knowledge, alternative sources)	BM, CEO, Dean, Head of Courses
Data / systems (backup and recovery processes, staff and equipment required)	All students to be given access to previous year's lecture material.
Premises (potential relocation or work-from-home options)	Develop partnerships with central London conference/training space providers to accommodate ION in the short term. Small cohorts to be accommodated at ION Richmond.
Communications (methods of contacting staff, suppliers, students, etc)	See staff contact list Student cohort lists and contact details available at ioncourses.com . Emergency text message alert system via Text Marketer. Also see Section 6 Contact Lists.
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	N/A
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	N/A
Priority: 2 Critical Function:	Premises
Responsibility: (role responsible for leading on this activity, plus deputies)	CEO
Potential impact on organisation if interrupted:	Relocate essential activities Inc Clinics, Courses, Back Office
Likelihood of interruption to organisation:	Lease Vulnerability – Medium Flood/Fire/Other – Low
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)	Training days, short courses, clinic and training clinic – postpone and rearrange within an appropriate time.
Resources Required for Recovery	
Staff (numbers, skills, knowledge, alternative sources)	GP, CM, Heather Rosa, Dean
Data / systems (backup and recovery processes, staff and equipment required)	Office staff to homework Migrate attended students to VLE
Premises (potential relocation or work-from-home options)	Develop partnerships with local office space providers to accommodate ION in the short term.
Communications (methods of contacting staff, suppliers, customers, etc)	N/A
Supplies	N/A

(processes to replace stock and key supplies required; provision in emergency pack)	
Priority: 3 Critical Function:	Key Operational Functions
Responsibility: (role responsible for leading on this activity, plus deputies)	Digital Designer - CEO Lecturing Staff Body - Dean Admin Support – Business Manager
Potential impact on organisation if interrupted:	Digital Designer: Disruption to online learning provision. Lecturing Staff: Inability to deliver courses. Admin Support: Disruption to data handling and data processes.
Likelihood of interruption to organisation:	Low to all respects
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)	Within 24 hours.
Resources Required for Recovery:	
Staff (numbers, skills, knowledge, alternative sources)	External staff and temps.
Data / systems (backup and recovery processes, staff and equipment required)	Student & client data held in the cloud.
Premises (potential relocation or work-from-home options)	N/A
Communications (methods of contacting staff, suppliers, customers, etc)	Contact List Also see Section 6 Contact Lists.
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	N/A
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	N/A

7. Emergency Response Checklist

This page should be used as a checklist during the emergency.

Emergency Response Checklist	
Task	Completed (date, time, by)
Actions within 24 hours:	
Start of log of actions and expenses undertaken (see section 8 Action and Expenses Log)	CEO/BM/FM
Liaise with emergency services (see section 6E Contact List – Emergency Services)	BM
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	BM/CEO
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time-frames (use section 4 Critical Function Analysis and Recovery Process)	BM/CEO/Dean/Chair
Provide information to: <ul style="list-style-type: none"> • Staff • Suppliers and customers • Insurance company 	BM/CEO/Dean/Chair BM/CEO/Dean BM
Daily Actions During the Recovery Process:	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process	BM/CEO/Dean/Chair
Provide information to: <ul style="list-style-type: none"> • Staff • Suppliers and customers • Insurance company 	BM/CEO/Dean/Chair BM/CEO/Dean BM
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	CEO/Chair
Following the Recovery Process:	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards	BM/CEO/Dean/Chair
Use information gained from the debrief to review and update this business continuity management plan	GP/CM

8. Contact Lists

This section contains the contact details that are essential for continuing the operation of the organisation.

8.1 Staff and Trustees

See Appendix 1 – Staff and Trustee Directory

8.2 Key Suppliers

Key Suppliers			
Supplier	Provides	Telephone	E-Mail
Cooperative Systems	IT Support	02077930395	elliott@coopsys.net
Moodle	VLE		support@moodle.org
Science Direct	VLE		coen@accucoms.com
Colliers International	Premises	02073446529	Samj.williams@colliers.com
Stripe21	Communications	01306735322	Paul.hobbs@stripe21.com
Kokm	Website		support@iwise2.com
Ambassadors Hotel	Lecture Venue	02076935400	

8.3 Key Consumers

Key Consumers			
Customer	Service / Goods Used	Telephone	E-Mail
Student Body	Diploma/Science Access	Held on RelION	Held on RelION
Short Course Clients	Short Courses/CPD	Held on Kokm	Held on Kokm
Clinic Clients	Clinic	Held on Practice Pal	Held on Practice Pal

8.4 Utility Companies

Utility Companies			
Utility	Company	Telephone	E-Mail
Electricity	Landlord Managed		
Gas	Landlord Managed		
Telecommunications	Stripe 21	01306735322	
Water	Landlord Managed		

Include a plan of your 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

8.5 Richmond Local Emergency Services

Richmond Local Emergency Services			
Service	Location	Telephone	
Ambulance	Emergencies	999	
Fire Service	Emergencies	999	
	All Stations Across the Borough	02085551200	
Floodline	Information Service	08459881188	
NHS Hospital	West Middlesex University Hospital	02085692121	
	Queen Mary's Hospital	02084876000	
Primary Care Trust	NHS Richmond CCG	02087343000	
Police	Emergencies, Richmond Police Station	999, 02082478315	

8.6 Bloomsbury Local Emergency Services

Bloomsbury Local Emergency Services			
Service	Location	Telephone	
Ambulance	Emergencies	999	
Fire Service	Emergencies All Stations Across the Borough	999 02085551200	
Floodline	Information Service	08459881188	
NHS Hospital	University College Hospital	02034567890	
Police	Emergencies, Mayfair Police Station	999, 02074371212	

8.7 Insurance and Finance Companies

Insurance and Finance Companies			
Utility	Company	Telephone	E-Mail
Banking	CAF	03000123456	cafbank@cafonline.org
Insurance	Zurich via Balens	01684893006/ 07918941497	commercial@balens.co.uk

8.8 Local Authority

London Borough of Richmond upon Thames

24 hour helpline: 020 8744 2442

Website: www.richmond.gov.uk

9. Emergency Pack Contents

As part of the recovery plan for the organisation, key documents, records and equipment are held off-site at residences of CEO, Dean & Business Manager in an emergency pack. This pack may be retrieved in an emergency to aid in the recovery process.

The contents of the emergency pack comprise the following:

- A copy of this plan, including key contact details
- Insurance policy
- Login credentials for online services.

10. Appendices

1. Staff and Trustee Contact List
2. RUN, TELL, HIDE poster
3. NaCTSO Crowded Places Guidance
4. Actions and expenses log