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# INTRAC Business Continuity Plan

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|--------------------------------|-------------------------------|
| <b>Creation/Revision date:</b> | December 2021                 |
| <b>Approved by:</b>            | Chief Executive               |
| <b>Date of Approval:</b>       | 21 December 2021              |
| <b>Next Review date:</b>       | December 2022                 |
| <b>Policy Owner:</b>           | Office Administration Manager |

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## 1 Aim of the plan

This plan has been designed to prepare INTRAC to cope with the effects of an emergency. 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.

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## 2 Objectives of the plan

To provide a flexible response so that INTRAC can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of critical activities/services during an incident (business continuity)
- Return to ‘business as usual’ (resumption and recovery)

This Plan will be activated in response to an incident causing significant disruption to normal service delivery/business, particularly the delivery of key/critical activities. For the purposes of contingency planning, this plan deals with the following elements:

- **People** - Loss of key staff or skills e.g. above normal levels of absenteeism due to illness
  - INTRAC is charity with a dispersed workforce across UK as well as a wider network of external consultants it works with to deliver specific pieces of work
- **Premises** - Denial of access, or damage to, facilities e.g. loss of a building through fire
  - INTRAC has an office located in Oxford and in response to the COVID-19 pandemic offers a home working policy.
- **Equipment/knowledge** - Loss of critical systems e.g. ICT failure
  - The use of cloud-based IT systems and tools by INTRAC reduces the likelihood of a catastrophic failure of systems and tools. By ensuring that the correct people have access to the right documentation and information and that backups are taken of critical information minimises any impact of such a failure.

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## 3 Current working arrangements

As a service delivery provider our most critical activities are performed by a dispersed workforce and network of consultants. The only item critical to service within the office premises is the on-site server. The organisation is currently operating a remote working policy, with staff having the option to request authorisation to work in the office – which must be approved by a member of the senior management team. To allow for remote working, the following systems are in place:



- VPN access to onsite office server, containing programme, HR and administration documents.
  - Cloud back-ups of server information are taken daily, and managed by outsourced IT.
- Office 365 software – accessible via web browser and INTRAC laptop.
- QuickBooks online – financial management
- Microsoft Teams – remote meeting and information sharing.
- Salesforce access – programme management
  - Cloud back-ups are provided by third part Own Back Up
- Quip access – online collaboration/document and information sharing.
- Moodle access – online learning platform used to conduct training courses.

Appendix A details the generic mitigations and activities that need to take place to ensure business continuity.

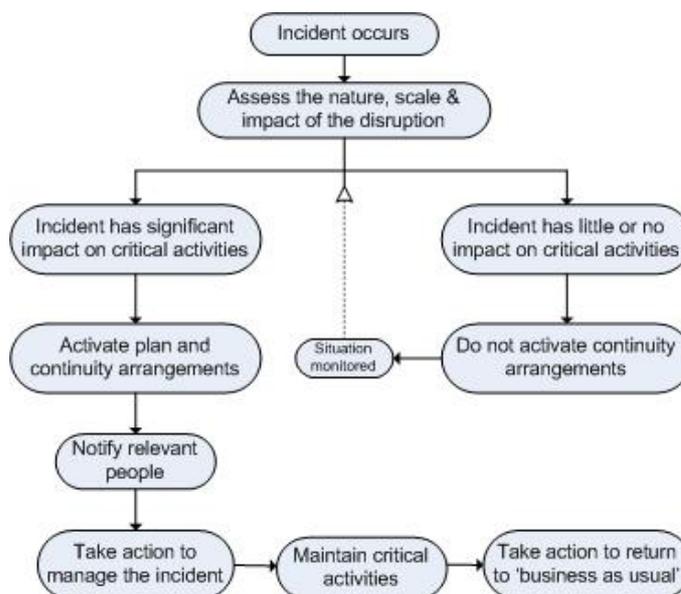
Appendix B details the specific details and action to be taken in the event of an incident. These may be different depending on the timescales involved and these should be identified accordingly.

#### 4 Future arrangements

INTRAC is planning to move away from a physical server in 2022, and utilise a cloud-based storage solution (SharePoint) removing any associated risk relating to data loss and improving business continuity by ensuring ongoing access to all company data.

#### 5 Process for activation

Upon identification of an incident, a decision will be made by the Business Continuity Team (BCT) to assess the severity and potential risks/ impact of the incident and to initiate the Business Continuity Plan. A member of the nominated Senior Management Team for INTRAC will normally activate and stand down this plan (see contact list in Section 10):



## 6 Business Priorities – Critical function checklist

| Priority  | Critical function                                              |         |
|-----------|----------------------------------------------------------------|---------|
| Equipment | Server access                                                  | Annex A |
| People    | Impact of loss of key deliverers (staff/ external consultants) | Annex A |
| Premises  | Loss of premises                                               | Annex B |

## 7 Communication

This policy will be briefed to all staff on its introduction and thereafter included in the staff induction.

Tests should be made to ensure the accuracy of the information contained within the site specific plans.

## 8 Review

Site specific plans will be produced by INTRAC using Appendix B and reviewed annually as a minimum. Copies should also be held centrally.

This document is subject to an annual review unless there are any major changes in the workplace or legislation requiring more urgent consideration/ action.

## 9 Critical function analysis and recovery process

| Priority:                                        | 1                                                                                                                                                                                                                                   | Critical function: | Extended period with loss of server access |
|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--------------------------------------------|
| Responsibility:                                  | Chief Executive, senior management team                                                                                                                                                                                             |                    |                                            |
| Potential impact on organisation if interrupted: | Being unable to access data relating to ongoing work and Human Resources would impact on our ability to meet client deadlines, and could lead to lost income                                                                        |                    |                                            |
| Likelihood of interruption to organisation:      | Low                                                                                                                                                                                                                                 |                    |                                            |
| Recovery timeframe:                              | Ideally, this should be resolved in two hours but there is the likelihood that a resolution within 24 hours would be sufficient to avoid any lasting damage                                                                         |                    |                                            |
| <b>Resources required for recovery:</b>          |                                                                                                                                                                                                                                     |                    |                                            |
| Staff:                                           | Outsourced IT department with possible assistance from staff members. The site access may be required                                                                                                                               |                    |                                            |
| Data / systems:                                  | Information stored on the server is backed up daily, and data could be restored from an earlier point in time if required. Working remotely, there are other systems in place to allow work to continue until the issue is resolved |                    |                                            |



|                 |                                                                                                                   |
|-----------------|-------------------------------------------------------------------------------------------------------------------|
| Communications: | Staff and clients/customers can be contacted via email, Skype and Teams<br><br>Also see Section 11 Contact Lists. |
| Equipment:      | Any equipment required to restore the functionality would be sourced by the outsourced IT team                    |

## 10 Contact list

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

### Staff

#### Senior management team

| Job Title                                     |
|-----------------------------------------------|
| Chief Executive                               |
| Finance Director                              |
| Director of Consultancy, Impact and Influence |

#### Key external contact list

| Organisation                                              |
|-----------------------------------------------------------|
| Computer Assistance (general IT – VPN, Office 365, Teams) |
| Computer Assistance (point of contact for Moodle)         |
| Salesforce and Quip                                       |
| QuickBooks                                                |

#### Utility company contact list

| Utility            | Company          | Telephone    | E-mail/website                                                                            |
|--------------------|------------------|--------------|-------------------------------------------------------------------------------------------|
| Electricity        | British Gas Lite | N/A          | <a href="https://www.britishgaslite.co.uk/">https://www.britishgaslite.co.uk/</a>         |
| Gas                | British Gas Lite | N/A          | <a href="https://www.britishgaslite.co.uk/">https://www.britishgaslite.co.uk/</a>         |
| Telecommunications | PlusNet          | 0800 0280282 | <a href="https://www.plus.net/">https://www.plus.net/</a>                                 |
| Water              | Castle Water     | 01250 718700 | <a href="https://www.castlewater.co.uk/contact">https://www.castlewater.co.uk/contact</a> |

**Local Emergency Services**

| Service      | Location              | Telephone     |
|--------------|-----------------------|---------------|
| Ambulance    | Emergencies           | 999           |
| Fire Service | Emergencies           | 999           |
| Floodline    | Information service   | 0345 988 1188 |
| NHS          | Emergencies           | 999           |
|              | Non-emergency matters | 111           |
| Police       | Emergencies           | 999           |
|              | Non-emergency matters | 101           |

**Insurance and Finance Companies**

| Service   | Company            | Telephone    |
|-----------|--------------------|--------------|
| Banking   | NatWest            | 03457 114477 |
| Insurance | Arthur J Gallagher | 0121 5029000 |

Appendix A

|                  | Issue/ Risk                                               | Mitigation(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>People</b>    | Illness/ Sickness - extensive period                      | Employers’ liability insurance is in place and adequate<br>Robust contingency plans, processes and procedures are in place to remove single point of failure<br>Management and application of sickness & absence policy to eliminate fraudulent use                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                  | Illness/ Sickness - contagious disease                    | Due to increased possibility of long-term illness because of the COVID-19 pandemic or inherent risk of staff turnover, there is a risk that key staff members may need to be replaced or take extended periods of sick leave, resulting in uncertainty around delivery staff and delays in project activities. INTRAC continues to operate by working remotely, with all staff working from home and observing social distancing requirements. Staff sickness is actively monitored and feasibility of contracting in consultant support for project delivery is an alternative in the event that staff absences will be sustained. INTRAC will consider and monitor factors that affect the organisation and look to reallocate internal resources should the need arise. |
|                  | Resignation of key staff                                  | Robust contingency plans, processes and procedure are in place to remove singlepoint of failure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                  | Extensive absence for other reason (e.g. maternity leave) | Allow adequate planning and handover where practicable<br>Robust contingency plans, processes and procedure are in place to remove singlepoint of failure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Premises</b>  |                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Premises</b>  | Denial of access                                          | Implement short term home working of employees<br>Depending on duration identify suitable alternative premises                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                  | Significant accident requiring medical assistance         | See Appendix B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                  | Fire                                                      | See Appendix B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                  | Flooding                                                  | See Appendix B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                  | Gas leak                                                  | See Appendix B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                  | Bomb/ terrorism threat                                    | See Appendix B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                  | Legal/ regulatory action                                  | Ensure compliance with legislative requirements and continuous review/ audit/ check                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                  | Power failure                                             | See Appendix B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Equipment</b> |                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Equipment</b> | IT systems                                                | Ensure all relevant staff have access to key documentation<br>Robust back-up processes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                  | Telephony & comms systems                                 | Diversion of telephone line to appropriate numbers<br>Revert to mobiles/ home phones as applicable and depending on duration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

**Appendix B**

| Type of Event                               | Emergency Actions                                                                                                             | Emergency Numbers                       |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| Accident requiring urgent medical attention | Contact emergency services and inform senior management team<br>Contact relevant next of kin/emergency contact                | Ambulance - 999                         |
| Fire                                        | Evacuate premises, conduct rollcall, contact emergency services, implement home working                                       | Fire service - 999                      |
| Flooding                                    | Evacuate premises, conduct rollcall, implement home working                                                                   |                                         |
| Gas Leak                                    | Switch off all electrical appliances, evacuate premises, conduct rollcall, contact gas emergency line, implement home working | National Gas Emergencies - 0800 111 999 |
| Bomb/terrorism threat                       | Evacuate premises, conduct rollcall, contact emergency services, implement home working                                       | Police - 999                            |
| Mains Electricity failure                   | Switch off all electrical appliances, contact energy supplier, implement home working                                         | UK Power Networks - 0800 3163105        |
| IT Failure                                  | Contact IT department                                                                                                         | Computer Assistance – 01865 441177      |