

BUSINESS INTERRUPTION POLICY

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1. POLICY STATEMENT

1.1 Rutland & District Schools' Federation is required by the Civil Contingencies Act 2004 to develop plans to manage business continuity in the event of a range of disruptions to services. This plan should be read in conjunction with the Federation's other evacuation plans and emergency procedures that deal with the immediate response to an emergency situation. This plan deals with no-notice disruptions most likely to occur: loss of premises (through fire, flood etc.); loss of utilities (electricity, gas, water, fuel); failure of IT and telephony; failure of supply, and staff shortage issues such as pandemic 'flu. The impact of any serious disruption may manifest itself in terms of: delivery of education, safety/welfare, financial consequences; reputation damage; environmental consequences.

2. ROLE ASSIGNMENT

2.1 Functional roles include, but are not limited to the following (*dependant on resources available, individuals may be called upon to fulfil more than one role*):

2.1.1 Incident Officer: Executive Principal/Heads of Schools

- Chair team meetings.
- Co-ordination of the response.
- Liaise with Chair of Trustees.
- Allocate resources.
- Be prepared to answer questions from the media.
- Responsible for deciding whether or not staff should be sent home.

2.1.2 Staff Officer: Chief Finance Officer (CFO)

- Meet and greet emergency services as they arrive, with a floor plan of the building if possible.
- Ensure all significant occurrences and decisions are recorded, together with reasons for decisions made.
- Provide clerical and practical assistance to the Incident Officer.

2.1.3 Welfare: Vice Principals/Heads of Schools

- Ensure all students, staff and visitors are safe and accounted for.
- Marshalling of students, staff and visitors at the evacuation rendezvous point.
- Arranging for transfer of everyone to place of safety.
- Arrange for warm, dry shelter for everyone in the short term.
- Deal with immediate welfare matters: distress, injuries, domestic responsibilities, etc.
- Liaise with DfE/LADO (Local Authority Designated Officer)
- Co-ordinate the sending home of students and immediate care of those whose parents cannot be readily notified

2.1.4 Premises: Operations Manager

- Building security.
- Turn off gas, electricity etc., if this can be done safely.
- Salvage of critical documents/equipment if this can be done safely. The nominated person should be in possession of a list of critical items.
- Signs and notices for doors/boundaries.
- Liaison with neighbours.
- Identification/transfer to alternative premises.

2.1.5 Communications: Vice Principals

- Instruct staff not to leave the rendezvous point until told to do so.
- Liaison between emergency team and staff.
- Imparting factual information to staff.
- Agree key information to be given to students by class teachers.

2.1.6 Continuity and Recovery: CFO

- Arrange for opening up of alternative premises.
- Co-ordinate fitting out with furniture and equipment.
- Liaise with school insurance companies.
- Liaise with DfE as necessary.

2.1.7 Data Recovery: Network Manager

- Organise the retrieval and restore of data from back-up tapes/systems

3. POTENTIAL DISRUPTIONS

3.1 Loss of utilities/ICT:

Utilities/ICT	Name of Supplier	Telephone Number
Electricity	Southern Electric (CP)	0345 0701423 (Emergencies 0845 724 0240)
	EON (H & CC)	0800 158 2800
Gas	Dong	0800 0568101 (GAS emergencies 0800 111999)
Water/Sewerage	Severn Trent Water	03456 041080
Telephones	Chess Telecom	0800 688 8858

3.2 Virtual Teaching

If there is a serious disruption to education, work can still be submitted by students and accessed by teachers via the school website/ePortal

3.3 Loss of Data

3.3.1 Telephone lines and equipment - IP Office, Exeter – 01392 445566 (Not 24Hr)

3.3.2 ADSL Line – the Fax/broadband line is in the main office and a telephone can be connected if need be. The number is 01749 812870

3.3.3 Mobiles - there are school mobile phones allocated as follows:

1. 07928 749061 FLOAT (used for Trips)
2. 07745 267002 FLOAT (used for Trips)
3. 07541 832891 FLOAT (used for Trips)

3.3.4 Laptops - all staff taking laptops off site are responsible for the physical security and security of any data on the laptop. They have been warned not to save any sensitive data on such a device or other removable storage. Laptops are not currently encrypted.

3.3.5 Network Infrastructure - Currently maintained in house. Copies of critical server configurations is taken using Backup Exec and Veeam. Older monthly tape copies are stored in an alternative location (CP).

3.3.6 Internet Access:

- Provided by SWGfL - 0845 3077870
- Maintained by SCC – 01823 355 200
- Additional ADSL – 01749 812870 – Eclipse.net.uk

Internet access is provided through SWGfL to a BT Fibre in the telephone exchange. In the event of a total loss SCC should be contacted to restore service, while Blue Chip (above) should be contacted to restore infrastructure should staff not be available. AD Group Policy will need to be set to reflect any changes to proxy servers.

3.4 Staff Shortage - the most likely scenarios involving a significant loss of staff are:

- Outbreak of disease (e.g., influenza pandemic).
- Fuel Shortage.
- Industrial action.

In all of these events, there is likely to be a period of notice in which arrangements may be made to mitigate the effects:

3.4.1 Epidemic/Pandemic - an influenza pandemic or similar occurrence may jeopardise staffing levels, directly through staff illness, or indirectly through fear of infection or through caring responsibilities for sick relatives.

It is essential that information is disseminated about how to identify symptoms of flu and what to do in the event of a member of staff becoming ill with suspected flu.

Download the latest information for schools to prevent the spread of infection and in what circumstances they might need to close.

3.4.2 Fuel - in the event of a widespread fuel shortage, options will include:

- Increased use of public transport.
- Car sharing.
- Walking or cycling.

When information indicates that a fuel shortage is expected, a list will be compiled of staff living remotely from their place of work and with particular difficulties in accessing any of the above options.

3.4.3 Industrial Action - as far as possible, without attempting to influence staff members' legal right to take industrial action, managers should try to estimate the proportion of staff that may be available to work in order to plan work in accordance with priorities.

4 RECOVERY

4.1 Long-term recovery may be affected by decisions made during the assessment/containment phase, so recovery issues should be taken into account by the BCMT from the outset. Dependent on the nature of the incident, recovery may take months or even years to achieve (for instance if a full rebuild is required after a fire, or if injuries or deaths occur), and will include ways of keeping the Federation community together during any period of dispersion, or commemorating the event on anniversaries.

5. OPERATIONAL RISK REGISTER

No.	Risk Name	Risk Cause and Effect	Risk Score	Actions Required
1	Accident – Fatalities/ Multiple injuries	A work related accident leading to fatalities will be investigated by the HSE and could lead to prosecutions. Seek legal advice.	D2	<p>Liaise with emergency services.</p> <p>Secure perimeter of incident area. (consider access for emergency vehicles).</p> <p>Log names/details of all persons involved/witnesses before allowing them to leave site.</p> <p>Identify next of kin (consider possible cultural/religious implications. If person taken to hospital, hospital will have primary contact with NoK.</p>

				<p>Note who was contacted, when & by whom.</p> <p>Consider counselling arrangements.</p> <p>Who is involved/affected?</p> <p>Legal obligations – notify HSE, LA, Insurers</p>
2	Accident – Exposure containment	An accident involving hazardous substances or which involves exposure to harmful substances, including asbestos.	E3	<p>Isolate affected area and contain exposure.</p> <p>Evacuation – location options; impact on nearby buildings/occupants.</p> <p>COSHH list/Asbestos survey where either is relevant</p> <p>Clean up procedures</p> <p>Specialist cleaners</p> <p>Set up decontamination unit area.</p> <p>Floor plans</p> <p>Identify high risk areas</p> <p>Isolation of ventilation, services etc.</p> <p>Test & investigations</p> <p>Notify HSE or Environment agency</p>
3	Health related emergencies	Severe illness, sudden illness, suspected contagious illnesses.	D2/3	Hospital – establish diagnosis

		Liaison with emergency services.		<p>GP – to alert if communicable disease suspected (communicable diseases are reportable by the treating doctor).</p> <p>Health Protection Agency – for guidance on contact tracing, prophylactic vaccines/antibiotics. Assess need for preventative actions eg. vaccinations or antibiotics</p> <p>Police – if foul play or drug use suspected</p> <p>Secure scene, control access</p> <p>Obtain witnesses details</p> <p>Secure CCTV tapes/records</p> <p>Identify next of kin (consider possible cultural/religious implications. If person taken to hospital, hospital will have primary contact with NoK. Note who was contacted, when & by whom.</p>
4	Student Death	The death of a student will affect a number of people including students, teachers and support staff. Ensure that everyone involved is reminded of the support services available to them.	D2	<p>On site accident – refer to previous risk.</p> <p>Ensure that sensitive information is handled with due consideration for the deceased and their family.</p> <p>Agree who is the incident manager, only they will</p>

			<p>communicate with the family & the media.</p> <p>Support the form/groups affected to ensure that there is access to the range of resources and support available in school and beyond.</p> <p>Ensure that the incident is effectively followed up</p> <p>Respond to requests for help</p> <p>Develop a communication plan which will ensure that any communication with relatives, students, staff and the media is done in a sensitive fashion with due consideration to confidentiality. Draft a holding press statement.</p> <p>Executive Principal to write formally to offer support and condolences to the family.</p> <p>Typically in the event of a death, the family will want to come to the school, and may wish to collect work & locker contents of the deceased.</p> <p>Senior Federation representatives will attend the funeral.</p> <p>After the funeral, it may be appropriate for some form of community remembrance to take place. Such an act of</p>
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				remembrance may take many forms, from the planting of a tree, to a full religious memorial service.
5	Curtailed Access	<p>These procedures cover incidents/emergencies (whether perceived or actual) which may result in the loss of access to buildings for a prolonged period of time, ie. longer than the normal evacuation as a result of a (false) alarm.</p> <p>Evacuation can be as a result of:-</p> <ul style="list-style-type: none"> · Automatic or manual activation of fire alarm system · Discovery of suspicious item · Receipt of bomb threat · The consequence of an explosion or other hazard · Any unforeseen event, including when required by the Emergency Services due to other threats, including hazards from 	C2/3	<p>It is assumed that the person discovering the incident will follow the usual incident response procedures.</p> <p>In the event of fire alarm activation, the FM team are responsible for the response and investigation of the origin of the alarm.</p> <p>Fire marshalls are responsible for ensuring the buildings are evacuated and that people report to the nearest Assembly areas. The nearest assembly area may be unsuitable (eg. if it is within line of sight of a suspect bomb), in which case the Executive Principal/senior leader will direct evacuees to the nearest alternative assembly area. Fire marshalls should remain available to relay information regarding the evacuation status to the emergency services upon their arrival.</p> <p>If the evacuation is due to a suspect bomb, the person(s) who identified it should remain on hand to give a</p>

		<p>neighbouring properties</p> <p>In all cases contact Federation Insurers.</p>	<p>description of the device to the emergency services.</p> <p>Re-occupation of the buildings will only take place when the all clear has been issued by the Executive Principal, either as a result of a false alarm declaration or being notified of the safe resolution of the incident by the Chief Fire Officer present.</p> <p>If re-entry is not permitted, care and welfare of the evacuees must be considered:</p> <p>Temporary shelter using other local buildings (Federation Insurance for Business Interruption includes temporary buildings)</p> <p>Facilities (toilets, food, drink)</p> <p>Communication arrangements (notice boards, plasma screens, leaflets)</p> <p>Potential for retrieval of personal belongings from affected buildings</p> <p>Means of getting home</p> <p>If evacuation is due to an explosion or suspect device, consideration should be given to shutting down A/C units, boilers or other plant,</p>
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				<p>BUT ONLY IF IT IS SAFE TO DO SO. Staff should not re-enter the building to do this and should only act on the advice and guidance of the emergency services.</p> <p>The police may set up a cordon to restrict access in the area.</p> <p>Notify Insurers.</p>
6	Fire		C2/3	<p>Activate nearest "Break Glass" to sound fire alarm.</p> <p>Contact Reception to alert fire brigade via 999</p> <p>Normal Fire drill procedures</p> <p>In the event of fire alarm activation, the FM team are responsible for the response and investigation of the origin of the alarm.</p> <p>Fire marshalls are responsible for ensuring the buildings are evacuated and that people report to the nearest Assembly areas. The nearest assembly area may be unsuitable (eg. if it is within line of sight of a suspect bomb), in which case the Executive Principal/senior leader will direct evacuees to the nearest alternative assembly</p>

				<p>area. Fire marshalls should remain available to relay information regarding the evacuation status to the emergency services upon their arrival.</p> <p>Contact Federation insurers.</p>
7	Exposure to chemical/ biological material		E2	<p>Notify Police using 999 system</p> <p>Arrange to switch off the building A/C system immediately</p> <p>Arrange to secure all external doors to the building</p> <p>Arrange to close all windows in the building</p> <p>If there has been a suspected chemical incident, ensure personnel leave the room as quickly as possible. Possible signs of exposure will be streaming eyes, coughs and irritated skin. Seek immediate medical advice.</p> <p>In addition, ensure that:</p> <ul style="list-style-type: none"> · no attempts are made to clean up any spilled powder · if clothing is heavily contaminated, no attempt is made to brush off any powder (it is better to

			<p>remove the clothing carefully in isolation</p> <p>Guidance should be given to anyone who believes that they have been exposed to chemical/biological material:</p> <ul style="list-style-type: none"> · Remain calm · Do not touch eyes, nose or any other part of the body · Wash your hands in ordinary soapy water where facilities are provided, but movement outside contained locations should be avoided as much as possible · Keep all persons exposed to the material separate from others and available for medical attention · Other people should assemble at a safe distance from the incident and continue to be guided by the police and other emergency services <p>Risk assessment by the police is the key to managing such incidents. They will quickly advise on whether people who were potentially exposed to any contents of the package should remain</p>
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				separate from others and await medical attention. A proper description of the package and what has happened to it is ESSENTIAL. This is the basis on which all subsequent action is determined.
8	Financial Risk – budget is reduced by 10%; or insufficient learners are recruited to make school viable	This could mean savings of around £600,000 would be required.	C3	Work on curriculum costing to identify potential overstaffing areas. Increase contact time. Consider both Redundancy & Restructure to affected school. Increase student numbers. Cut all non-essential expenditure. Sell assets.
	Financial Risk – misuse of Resources	Resource management includes: surplus balances stock and asset management site management staffing resource	D2	Surplus balances are invested in multiple places in line with Academy Investment Policy. Assets are captured upon order and placed on Asset Management module of Accounts package. ICT dept to remain vigilant of targeted and portable assets. CCTV in place. Site Manager to ensure plans of refresh and maintenance are proactive with Executive Principal fully advised All annual inspections are maintained. Staffing overview with benchmarking on costings, assurance that recruitment takes place

				rather than costly supply and analysis of R&R takes place. Resources Governor fully briefed on all aspects, and on all properties (Campus, Primary, Nursery, House).
9	Strategic Risk – Competition risk Strategic Risk – Expenditure risk	Other organisations impacting on our ability to recruit and retain students, causing funding dips. Management/admin costs are perceived by the public to be high; SLT salaries are perceived by the public to be high	E3 D2	Work to ensure no decline in reputation. Maintain communication to stakeholders and public. Strive to achieve Ofsted Outstanding gradings in all settings. Actual costs are published in annual accounts on website. Salaries are benchmarked annually and assessed in line with STPCD. Audits carried out by Governor responsible for internal Audit, and by an independent and external Responsible Officer, and annually by appointed external auditors prior to submission to EFA for scrutiny by Secretary of State.
10	Governance Risk	Insufficient experience of charity / education sector / business	D2	Skills analysis and objective selection of Trustees and directors to ensure that have appropriate experience prior to appointment. External source also used to recruit specific skillsets.

Likelihood	Very High	A				
	High	B				
	Significant	C				
	Low	D				
	Very Low	E				
	Almost Impossible	F				
			1	2	3	4
			Negligible	Marginal	Critical	Catastrophic
			Impact			