



Barrhead Housing  
Association Limited

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# **Business Continuity Management Policy**

## **And**

# **Business Continuity Management Plan**

Adopted	April 2020
Reviewed	March 2021
Next Review Due	March 2022

#### **Link to Key Documents:**

[Health and Safety Control Manual \(James to advise of location of current HSCM\)](#)

[Notifiable Events Guidance \(link updated\)](#)



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# 1. BUSINESS CONTINUITY MANAGEMENT POLICY

## 1.1 BACKGROUND TO OUR BUSINESS CONTINUITY MANAGEMENT POLICY

Barrhead Housing Group are fully committed to ensuring their internal processes are sufficiently robust and that key services continue to be delivered during any significant incident. This commitment is achieved through developing appropriate business continuity management arrangements across the Association.

Business continuity management is a framework that assists in the management of risks which might impact on the smooth running of an organisation or the delivery of a service. These risks could be from the external environment such as a significant pandemic or other health event, adverse weather, utility-related or disruption caused by the loss of a key supplier. In terms of internal disruption this could be caused by the loss of key staff, ICT systems failure or the loss of offices/business premises.

Business continuity management provides a framework for improving resilience to interruption so that key business systems and processes can be recovered while at the same time ensuring the provision of business-critical services to service-users.

This policy is intended to be paired with the **Business Continuity Management Plan (BCMP - Section 2)**.

The **aim** of the policy and the plan is to provide a set of effective and practical policies and procedures which:

- Minimises disruption to our customers ~~customers~~ in the event of an incident affecting the running of our office/access to our office or a significant incident affecting any of our properties
- Minimises disruption within each section and enables normal working to be resumed in the shortest possible time in the event of an incident affecting the effective running of our offices.

The **objective** is to ensure control is established at a senior level within the Association at the critical early stages of a disaster situation and to provide key staff with a detailed list of actions to cover the initial period following disaster.

## 1.2 PRIORITIES TO BE ADDRESSED

In the event of a Disaster there may be:

- Loss of life
- Large scale damage or loss to residents' homes or association's office
- Inability to access office
- Injury /illness to staff, visitors & Board members
- Loss of computer files and manual records
- No access to computer hardware / software.

Immediate questions asked will be:

- How can we continue to deliver our services?
- Whom do we contact within the organisation to let them know what has happened?
- What do our customers do if they cannot access their properties?



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- Where do we go if we cannot get into the office?
- How can we deal with the injured and their relatives?
- How quickly can we get access to another office?
- How can we access our key systems remotely
- How do we let our customers and other stakeholders know that we have relocated and are working at reduced capacity?

This list is not exhaustive but gives a reasonable overview of circumstances which the Association could face in a worst case scenario.

It is our policy to ensure that the BCMP considers potential incidents and has procedures in place to follow should any such incident arise.

### 1.3 CONTROL

The appendices within this document are controlled due to the confidential nature and controlled information contained herein. This should not be distributed or transmitted to any other parties without the express permission of Barrhead Housing Group Executive Team ~~Executive Team~~.

Uncontrolled modification and revision of content is prohibited, therefore revision procedures should be followed at all times.

### 1.4 DISTRIBUTION AND UPDATES

The Plan Administrator (Corporate Services Manager) is the only person permitted to make changes and update this document. This document will be re-distributed by the Plan Administrator following any major changes.

Executive Team and relevant staff will be able to access a copy of the BCMP **through Dropbox**, Key Documents. This will ensure that access is available, even in the event of the Association's servers being down

Management will review the Business Continuity Management Policy and Business Continuity Management Plan on a six monthly basis at EXECUTIVE TEAM meetings and any key changes updated to the Governing Board.

Appendix 1 Emergency Contact Details will be reissued as any update is made, and all staff are responsible for ensuring that contact details are current.

The Emergency Contact Details section of the BCMP will be issued electronically to relevant staff, having regard ~~ing~~ to the provisions of GDPR.

### 1.5 ERRORS AND OMISSIONS

Any errors or omissions should be reported immediately to.

Name: **Iain MacLean**

Telephone: 0141 880 3825

Email: [iainm@barrheadha.org](mailto:iainm@barrheadha.org)



## 1.6 ROLES AND RESPONSIBILITIES

### A: Executive Team

The plan will be reviewed every 6 months. It is the responsibility of the **EXECUTIVE TEAM** to review the plan and report to the Governing Board on any material changes to the plan. The Association's insurance for each year should include a contingency for Business Continuity and will be reviewed annually to ensure the level of cover is adequate.

### B: Governing Board

Ultimate responsibility lies with the Governing Board to ensure that good policies are in place and being followed, and that the lines of responsibility are clear.

### C: Executive Team (also Crisis Team)

In the event of a disaster, the Group Chief Executive will be responsible for coordinating the Business Continuity Management Plan and establishing and heading a Crisis Team to deal with financial, office, communication and IT issues. In their absence, responsibility will lie jointly with the Director of Corporate Services and Director of Asset Management.

It is vital that all decisions taken during a period of disaster are communicated to and circulated via the whole EXECUTIVE TEAM. Failure to do this will result in a duplication of effort and confusion.

The Executive Team has the following specific responsibilities:

- The Director of Asset Management, in their role as Health and Safety Administrator, should ensure emergency evacuation procedures for the office building are in place. Ensure emergency exits are clearly marked and that there are primary and secondary evacuation assembly points. Ensure fire alarm systems procedures are adhered to.
- Ensure that the Emergency Controller (see "D" below) is provided guidance on how to isolate a utility supply to minimize damage. Ensure that the Emergency Controller(s) have been provided with the location of the mains switches and valves (i.e. for electricity, gas and water). Ensure that there are clear instructions at the locations of the mains switches and valves setting out how to isolate that system.
- Ensure that general advice on basic safety measures, such as fire safety is communicated regularly to customers in newsletters or similar.

Ensure that the designated Emergency Controller is provided with a high visibility waistcoat (or similar) to minimise confusion of the person's role following an incident.

- Ensure that there are leave/working arrangements / protocols in place that ensure that an appropriate mix of key staff will be available immediately after an incident occurs. We don't have any.
- Ensure that any requirements within the Health and Safety Control manual and insurance policy for the offices are being met (i.e. frequency of fire alarm tests, testing of water supply, drain down of offices etc.)



- Overall ownership of this plan during any incident and for the management of the incident within the facility over the period of the incident. Approve/authorise any action plans which need to be implemented.
- The Executive Team ~~Team~~ will ensure that the Customer Services Manager maintains an up to date list of customers and 'List of Vulnerable Customers' available on the network and that this is accessible from the server from an off-site location. This will be reviewed regularly and any amendments made. Can we not use dropbox also and update it as and when there are any changes/or monthly
- Resolve conflicts (e.g. use of resources).
- Hold a post incident review following completion of the plan actions.

**D: Emergency Controller & Health and Safety Administrator (roll it into one designation?)**

The Director of Asset Management (**confirm with EXECUTIVE TEAM**) will assume the role of Emergency Controller(s) and the generic responsibility for the plan and provide on the ground experience and competence to assist the Executive Team.

- This designated team member should be provided with a high visibility waistcoat (or similar) to minimize confusion of the person's role following an incident.
- Should have good knowledge of the Business Continuity Management Plan and his/her role in the event of an incident.
- The Emergency Controller should have the knowledge on how to isolate energy, gas or water supply to minimize any damage where appropriate and safe to do so.

### 1.7 IT Procedures

Procedures will be in place to minimize the risk of IT incidents having an effect on business continuity. These procedures will include the following:

- An arrangement be put in place with Stratiis to provide and make available access to an offsite Disaster Recovery Suite.
- Ensure all staff are provided with laptops and telephones to ensure that they are able to maintain contact access key systems, in the event of access to the office being interrupted. if when we return to office – need to agree if staff should keep the laptops 'off-site'.
- Daily backups are held off site. This offsite location is cloud based and managed by our IT support provider Stratiis.
- The Association have 2 Uninterrupted Power Supplies (UPSs') within the server room. These UPS' are in place to reduce the risk of power failure emergencies An early warning indicator is highlighted directly to our IT Support Provider who in turn advise us when either a replacement/or battery is necessary.
- if the Office becomes completely unusable, Main Street Sheltered complex will be able to be used as the staff base (subject to any limitations caused by the current pandemic, if required. ICT limitations at this location could mean that only a few individuals will be able to operate



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effectively from these premises and remote access capabilities should be considered and remote access be put in place for individuals where appropriate.

## 1.8 BUSINESS CONTINUITY MANAGEMENT PLAN IMPLEMENTATION

The BCMP will only be implemented in the event of a 'disaster'. Barrhead Housing Group has defined 'disaster' as:

***"A business interruption event that is extraordinary and that caused disruption to, or loss of key business resources"***

Examples of potential disasters falling under the above description include the following:

- Coronavirus, or other significant epidemic/pandemic
- Loss of key business premises/offices through major damage or restricted access to buildings.
- Adverse weather conditions preventing staff from attending their workplace.
- Loss of key ICT systems.
- Loss of key staff through widespread illness or strike action.
- Loss of life through fire or serious accident in the workplace; and
- Major utility failure or key suppliers/contractors unable to provide business-critical services to the Group.

The objective of the BCMP is to ensure that appropriate structures and protocols are in place to enable effective responses to a business interruption event that has the potential to impact on the Group's objectives.

## 1.9 INCIDENT REPORTING AND MEDIA MANAGEMENT

A disaster or business continuity incident often creates significant interest from the local and national media. Therefore, it is essential that only authorized Association staff can act as the nominated spokesperson for the Association, having regard to the Associations Communication policy and any media policy. *(we don't have a media policy do we?)*

In most cases the Group Chief Executive will be the only point of contact with the media and will inform the Chair or Vice Chair of the Governing Board of the disaster/business continuity incident. In the absence of the Chief Executive, the Director of Corporate Services will have delegated authority to deal with media enquiries and authority to contact the Chair or Vice Chair.

The Chief Executive will contact the Scottish Housing Regulator (SHR) or HSE, in relation to reporting the incident if it falls within the regulator's definitions of events to be notified (for SHR **notifiable event** guidance see [Notifiable Events Guidance](#))

Details of the disaster/business continuity event will also be reported to the Governing Board at the next appropriate Board Meeting, and on an ongoing basis through normal Governing Board reporting arrangements.

## 1.10 TESTING OF THE BUSINESS CONTINUITY MANAGEMENT PLAN



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The EXECUTIVE TEAM will develop a programme of testing and exercising of the BCMP. Any lessons learned from the testing of the BCMP will be incorporated into the rolling six-monthly review process as part of the Group's commitment to continuous improvement.

### **1.11 GROUP GOVERNANCE ARRANGEMENTS**

Business Continuity Management forms part of the Group's overall corporate governance arrangements. Any disaster will fall out with the terms of the regular Governance and Compliance report and instead a full and separate report will be submitted to the next available, or an emergency (if necessary) Governing Board meeting providing details on the following:

- Any incidents that required the Group's business continuity arrangements to be implemented by the Chief Executive
- Any key findings or lessons learned from the testing/validation programme relating to the Group BCMP; and
- Any recommendations arising from any future internal or external audit, undertaken as part of planned audit activity, of the Group's business continuity arrangements.

## **2. Business Continuity Management Plan (BCMP)**

The Plan is the core document which will be used in the event of business interruption. This emergency response procedure will be used to manage the initial response in any emergency/disaster situation. It is structured to deal with the worst-case scenario of large-scale damage to customers' homes and/or a completely destroyed office building and/or injury or illness to staff significantly affecting service delivery. However, the different elements can be adjusted to accommodate the different levels of severity and impact.



## Section 2.1: Action Plan for Significant Event affecting Staff and Suppliers, Contractors and Stakeholders

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Potentially the most significant challenge for the Association to face would be an event of such magnitude that it would affect not only staff / customers but also suppliers / contractors, other stakeholders and the wider public. One example of this would be a Pandemic, which might require a national response and include measures which would impact upon the Nation's daily life including their health, income and freedom.

In the event of an incident resulting in a loss of premises, the following processes should be followed:

### Section 2.1: Plan Owner

Owner	Deputy Owner / Plan Maintainer
Lorna Wilson Chief Executive - Chief Executive	Iain MacLean - Corporate Services Manager

### Section 2.1: Threat Background and Threat Strategy

Risk Number	Description	Critical Areas Impacted
	Pandemic or other event which would impact on supplies and service availability, staff attendance, financial wellbeing. Risk of inability to provide services or procure products necessary to deliver services.	Loss of productivity and ability to deliver core services Loss of income / cashflow Peak in demand for services – e.g Universal Credit/ Benefit Advice



## Section 2.1: Response Actions

No.	Actions to Maintain Service	Priority / Timing	Accountability	Complete
1.	Establish framework for management and staff briefings to ensure that response to incident takes account of most recent Scottish/UK Government and WHO etc advice	2-3 hours	Chief Executive	
2.	Consider key services which need to continue to operate and consider allocation of staff resources to address these priorities	2-3 hours	EXECUTIVE TEAM	
3	Implement staff Covid pandemic plan, in accordance with agreed Tier system (or new system as subsequently adopted)	2-3 hours	Executive Team	



No.	Actions to Maintain Service	Priority / Timing	Accountability	Complete
3	<p>Reduce the risk of illness amongst staff by</p> <ul style="list-style-type: none"> <li>▪ Promoting increased awareness of personal cleaning regimes and circulating the most current advice and information from Scottish Government, UK Government, NHS Scotland and partner organisations e.g. EVH.</li> <li>▪ Following the most current government and NHS advice and carrying out proportionate risk assessment of practises.</li> <li>▪ Identifying staff with specific health or other vulnerabilities and developing individual action plans for these staff,</li> <li>▪ Reducing workplace risks by supplying sanitisers units, paper tissues, disinfectant wipes, enhanced office cleaning, upgrading dishwashers, etc.,</li> <li>▪ Removing workplace risks such as provision of open food, catering, etc.,</li> <li>▪ Adopting approved home working arrangements, in accordance with Home Working Policy</li> </ul>	24 hours	Chief Executive	



No.	Actions to Maintain Service	Priority / Timing	Accountability	Complete
4	<p>If we have significant illness and absence amongst BHG staff, or where Government guidance suggests,</p> <ul style="list-style-type: none"> <li>▪ We will continue to prioritise service delivery but we may need to concentrate on critical services e.g. emergency repairs, resident safety, etc.,</li> <li>▪ We may need to re-allocate staff to business critical roles and reduce the levels of service,</li> <li>▪ We will close the offices to the public and concentrate on communication through phone, email and social media.</li> <li>▪ We will rely on home working and ensure staff have software and hardware support to work remotely.</li> </ul>	Within 24 hours	Chief Executive	
5.	Contact Stratiis to ensure that laptops can accommodate remote working. Purchase additional laptops as necessary	48 hours	Director of Customer Services	Yes
6.	Identify critical posts / tasks and undertake staff training to ensure that these tasks / posts are able to be covered by other staff	48 Hours	EXECUTIVE TEAM	
7	Contact other agencies as necessary – ERC [– Departments as appropriate – Building Standards, Protective Services (Environmental Health), HSCP, Housing], Scottish Housing Regulator (notifiable event), Mario Group, Resource Telecom, Stratiis, Aareon <u>(re-directing phones – should this not be earlier?)</u>	72 hours	Director of Asset Management / Chief Executive (Notifiable Event)	



No.	Actions to Maintain Service	Priority / Timing	Accountability	Complete
8	<p>We will minimise the risk of service disruption by</p> <ul style="list-style-type: none"> <li>▪ Working with suppliers/contractors to prioritise services i.e. emergency repairs, tenant safety services etc.,</li> <li>▪ Working with contractors/suppliers to identify risks to their workforces from customers who are virus positive and/or self-isolating,</li> <li>▪ Maintaining real time communication with contractors/suppliers, even if offices are shut, through enhanced provision for remote working.</li> <li>▪ Ensuring a senior staff presence is available at all times for key decisions to be taken</li> <li>▪ Maintain a Finance function throughout the crisis to ensure payments to suppliers and staff salaries are processed timeously.</li> </ul>	24 hours and ongoing	Chief Executive	



No.	Actions to Maintain Service	Priority / Timing	Accountability	Complete
9	<p>We will minimise the risk of service disruption from illness in the community by</p> <ul style="list-style-type: none"> <li>▪ Communicating directly with customers about any changes to working arrangements i.e. limitations to and/or prioritisation of services, changes to office access arrangements etc.</li> <li>▪ Maintaining key services throughout the crisis.</li> <li>▪ Asking customers to help us manage the risks by early advice on cases of illness or self- isolation to allow us to prepare contractors and staff,</li> <li>▪ Identification of vulnerability or isolation amongst customers</li> <li>▪ Working with statutory and voluntary sector partners, suppliers and contractors to ensure support and services are continued to be delivered to those in greatest need.</li> </ul>	24 hours	Director of Customer Services	
10.	<p>Implement communications strategy to:</p> <p>Staff Customers Community</p>	<p>2-3 hours 24 hours and ongoing 24 hours and ongoing</p>	Chief Executive / Iain MacLean	



## Section 2.2: Action Plan for Loss of Access to Office Premises

The most likely incident that would result in limited or no access to office premises would be a fire. Even a minor fire is likely to render parts of the office unusable and destroy equipment. Other 'disasters' could include flooding, any loss of essential services or even a significant road accident near the association's premises. This list is not exhaustive.

In the event of an incident resulting in a loss of premises, the following processes should be followed:

### Section 2.2: Plan Owner

Owner	Deputy Owner / Plan Maintainer
Chief Executive	Iain MacLean - Corporate Services Manager

### Section 2.2: Threat Background and Threat Strategy

Risk Number	Description	Critical Areas Impacted
1	If office access is denied, it would be necessary to utilise remote working to allow the Association to continue service delivery	Reputation Loss of productivity Loss of Client and / or Financial Records Loss of IT Function



**Section 2.2: Response Actions – we might need to make it clear the timing is from the time we would be allowed to enter the building (if indeed we are)**

No.	Actions to Maintain Service =	Priority / Timing	Accountability	Complete
1.	Undertake initial assessment to assess the extent of the loss and estimate the time required for service resumption.	2-3 hours	Director of Asset Management	
2.	Secure the building – consider, security shutters, doors and windows, fire alarm, office alarm	2-3 hours	Director of Asset Management	
	Contact Insurance Broker	2-3 Hours	Director of Corporate Services	
3.	Contact agencies as necessary – Police Scotland, Scottish Fire and Rescue Service, Scottish Water, Electricity, Insurers (see above), ERC [– Departments as appropriate – Building Standards, Protective Services (Environmental Health), HSCP, Housing], emergency repairs, Scottish Housing Regulator (notifiable event), Mario Group, Resource Telecom, Stratiis, Aareon	2-3 hours	Director of Asset Management / Chief Executive (Notifiable Event)	
	Secure the building if required: <ul style="list-style-type: none"> <li>Board ups / lock changes – Contractor/ LPS Repair Operative</li> <li>Electrical / plumbing works – Contractor – <u>duplicate from above?</u></li> </ul>	2-3 hours	Director of Asset Management	
4.	If necessary <u>and safe to do so</u> , locate to temporary accommodation at Main Street sheltered complex and assess service provision.	Within 1 <sup>st</sup> working day	Chief Executive	
	Notify Burglar and fire alarm company of situation: <ul style="list-style-type: none"> <li>Number</li> <li>Number</li> </ul>	2-3 hours	Director of Asset Management	



No.	Actions to Maintain Service =	Priority / Timing	Accountability	Complete
5.	Contact Stratiis on 0845 644 0773 on:  Arrange Executive Team meeting via Zoom/Teams to review requirements as per IT Disaster Recovery Plan	2-3 hours	Director of Customer Services	
6.	Implement communications strategy to:  Staff Customers Community	2-3 hours 7 hours 7 hours	Chief Executive / Iain MacLean	
7.	Review progress with office repairs /access	Daily	Chief Executive / Director of Asset Management	
	If necessary, locate all staff to longer term temporary accommodation	Having reviewed repairs time scale	Chief Executive / EXECUTIVE TEAM	



## **Section 2.3: Action Plan for Total Loss of Residential Premises:**

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A number of situations could occur and which could affect a large / smaller number of customers. Such events could include:

- Fire.
- Flooding.
- Storm damage.
- Prolonged loss of energy supply

In the event of such a disaster, the following procedures should be followed, as directed by the Chief Executive in their role as Plan Owner:

<b>Risk Number</b>	<b>Description</b>	<b>Critical Areas Impacted</b>
	If a block of residential units was destroyed or if access was denied, it would be necessary to find alternative accommodation for all occupants.	Reputation Welfare of displaced Customers

<b>Risk Number</b>	<b>Description</b>	<b>Critical Areas Impacted</b>
	If residential premise suffered damage to a small number of units or access was denied, it would be necessary to find alternative accommodation for residents as required	Reputation Welfare of Customers – displaced and remaining



### Section 2.3: Response Actions

No.	Actions to Maintain Service	Priority / Timing	Accountability	Complete
1.	Assess the extent of the loss and estimate the time for temporary occupation elsewhere. If time permits, please try to gather answers prior to contacting the Emergency Services, using METHANE form at Appendix.	2-3 hours	Director of Asset Management	
	Contact agencies as necessary – Police Scotland, Scottish Water, Electricity, Insurers, ERC (Housing, HSCP, Building Standards, Emergency Planning) emergency repairs, Scottish Housing Regulator (notifiable event), Mario Group, Contractor	2-3 hours	Director of Asset Management	
	Account for residents	2-3 hours	Director of Customer Services	
2.	Secure the building / site and consider requirements - heras fencing, security shuttering for doors and windows, fire alarm, alarm company. <ul style="list-style-type: none"> <li>Board ups / lock changes – Contractors or other contractor as necessary</li> <li>Electrical / plumbing works – Contractor</li> </ul>	2-3 hours	Director of Asset Management	
3.	Contact Insurance Broker	2-3 hours	Director of Corporate Services	
	In consultation with ERC Emergency Planning team, set up refuge centre for displaced customers at (e.g.) Local Community Centre: Church Hall: Sports Centre: <ul style="list-style-type: none"> <li>Contact telephone numbers of all affected residents to be pulled from QL system.</li> <li>Ask customers to complete questionnaire form (Appendix).</li> </ul>	2-3 hours	Director of Asset Management Director of Customer Services	



No.	Actions to Maintain Service	Priority / Timing	Accountability	Complete
4.	Make initial contact with stakeholders to assess accommodation options: <ul style="list-style-type: none"> <li>• ERC</li> <li>• FLAIR</li> <li>• Glasgow City Council:</li> <li>• Local hotels:</li> <li>• Families of residents</li> </ul>	2-3 hours	Director of Customer Services and Jen McCann (jointly)	
	Identify suitable void properties and appropriate customers to relocate. Withdraw offers as appropriate. Contact local agencies such as ERC Welfare Fund to draw down accommodation starter and furniture packs	2-3 hours	Director of Customer Services	
5.	Develop and implement communications strategy to staff / Customers / Community	2-3 hours Thereafter daily	Chief Executive / Iain MacLean	
	Start process of relocation of customers on a prioritised basis	Ongoing until complete	Director of Customer Services	
6.	Update re-housing plan	Daily	Director of Customer Services	
7.	Review progress with Insurance Company Loss Adjuster / Broker	Day 1 and thereafter daily	Director of Corporate Services	
8.	In consultation with insurer, develop plan for reinstatement of premises	4 – 6 Weeks, and ongoing	Chief Executive	



## Section 2.4: Action Plan for Partial or full loss of IT Function

IT system failure could result from a number on events including:

- Loss of electricity supply
- Data corruption
- Hard drive failure
- Cyber-attack.

Due to the high reliance the Association has on its range of IT systems, system failure is likely to severely restrict operations. To mitigate this, system back-ups are (frequency) and stored (check) at an offsite location managed by Stratiis:

<b>Risk Number</b>	<b>Description</b>	<b>Critical Areas Impacted</b>
	Significant system failure where the Association's IT contractor has confirmed that critical IT systems are unlikely to be available for more than 1 working day	Reputation Welfare of Customers Continued service delivery Finance Function, including: payments to contractors, receiving payments from customers, payroll function



**Section 2.4: Response Actions, as directed by Plan Owner (Chief Executive)**

No	Actions to Restore Service	Priority / Timing	Accountability	Complete
1.	In consultation with Stratiis/ Aaeron as necessary, assess the extent of the loss and estimate the interruption time. Stratiis will be required to liaise with our IT Housing Provider to ensure the most up to date back-up is restored on our servers. <u>Arrangements if our servers have been damaged as part of the incident?</u>	2-3 hours	Director of Customer Services Stratiis	
2.	Implement remote working arrangements / home working or establish temporary office as required.	2-3 hours	Director of Asset Management	
3.	Develop and implement communications strategy to staff / customers / community	2-3 hours	Iain MacLean Chief Executive	
4.	In consultation with Stratiis, put in place arrangements to provide remote access to systems from most recent back-up	2-3 hours	Director of Customer Services	
	Identify supplier, directly through a framework or via Stratiis to provide any new laptops or other devices as necessary to allow continued service delivery	Day 1	?Director of Corporate Services	
4.	Key staff provided with laptops, mobile telephones and interim access to key systems to carry out critical finance and other functions	2-3 hours	?Director of Corporate Services	
7.	In consultation with Stratiis, establish data restoration plan and communicate to Staff / Customers / Community (link to IT disaster recovery plan)	Daily	Director of Customer Services	
8.	Review progress with Broker / Insurance Company / Loss Adjuster	Daily	Director of Corporate Services	



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## **Section 2.5: Disaster Recovery Team (EXECUTIVE TEAM)**

<b>No.</b>	<b>Person (role / specialist area)</b>	<b>Contact</b>	<b>Deputy</b>	<b>Contact</b>	<b>Outside contact</b>
1.	Chief Executive	07500 803708			
2.	Director of Customer Services	07494 520318	Jen McCann	07817 408220	
3.	Director of Corporate Services	07972 387431			
4.	Director of Asset Management	07812 541555	Janice Peters	07484 153290	
5.	Iain MacLean	07818 633537			
6.					

Note: it is not necessary to list all managers and staff that may be involved in carrying out actions as this depends on the exact nature of the incident and who is available e.g. Fire Marshalls, First aiders etc.



## Section 2.6: Additional Information

Area	Description
Staff communication methodology	A staff communication plan (through text messaging/ Whatsapp/Workplace/MS Teams/ZOOM) is in operation and would be used to contact staff members in the event of an emergency. The Association's website and social media presence will be used for external communications, supported by press releases and other communication activity as necessary. In the event of a major emergency, external communication support would be sought
Staff welfare issues (if applicable)	Refer to updated staff Wellbeing Strategy



Documents and Records Recovery (if appropriate)

- **APPENDIX 1: EMERGENCY CONTACT DETAILS**

**EMERGENCY SERVICES**  
**999 - State the Service(s) you require**  
**Fire – Police - Ambulance**

**Additional Service Contacts**

Service	Telephone No.	Fax Number and/or Other Contact Number	Address
Police Scotland	999 01475 492500		
Scottish Fire and Rescue Service Barrhead Station	999 0141 881 2222		142 Paisley Rd, Barrhead, Glasgow G78 1NR
East Renfrewshire Health and Social Care (HSCP)	0141 800 7850		
Others			
*Royal Alexandria Hospital	0141 887 9111	0141 887 6701	Corsebar Road, Paisley PA2 9PN
*NHS 24	0845 424 2424		
Others			

\*If unsure about availability of Chemists being open for medicines and treatment advice default and direct persons in need to their Health Centre (where available), nearest hospital and/or advise persons to contact NHS 24 on 0845 424 2424.

**CIVIL CONTINGENCIES SERVICE AND ERC CONTACTS**

Organisation	Telephone No.	Fax No.	Standby	Address
Civil Contingencies Service (For escalated major incidents)	0141 618 7402			Civil Contingencies Service Renfrewshire House, Cotton Street, Paisley, PA1 1WB Contact: ccs@renfrewshire.gov.uk or
East Renfrewshire Council	0141 577 3000			<a href="https://www.eastrenfrewshire.gov.uk/contact-us">https://www.eastrenfrewshire.gov.uk/contact-us</a>
ERC Homelessness Service	Out of Hours 0800 052 0180			



<b>CIVIL CONTINGENCIES SERVICE AND ERC CONTACTS</b>				
<b>Organisation</b>	<b>Telephone No.</b>	<b>Fax No.</b>	<b>Standby</b>	<b>Address</b>
Building Standards, Planning & Control	0141 577 3556			
Social Work	0300 343 1505			
Street Lighting	0800 373 635			
Roads Department	0800 373 635			
Environmental Health Department	0141 577 3782			<a href="mailto:environmentalhealth@eastrenfrewshire.gov.uk">environmentalhealth@eastrenfrewshire.gov.uk</a>
Repairs	0808 003 1601			
<b>BARRHEAD HOUSING GROUP TAXI SERVICES</b>				
Compass	0141 880 8800			
Arthurlie	0141 881 6565			
<b>LOCAL HOTELS</b>				
Dalmeny Park Hotel PREMIER INN - GREENLAW			0141 881 9211 0333 321 9236	
<b>PRESS AND MEDIA</b>				
<b>Name</b>	<b>Telephone No.</b>	<b>Fax No.</b>	<b>Address</b>	
Barrhead News	Editor 0141 435 8847 Senior reporter 0141 435 8828		<a href="mailto:editorial@barrheadnews.co.uk">editorial@barrheadnews.co.uk</a> <a href="mailto:john.mcnee@newsquest.co.uk">john.mcnee@newsquest.co.uk</a>	

<b>External Regulatory Agencies</b>			
<b>Organisation</b>	<b>Telephone/FAX</b>	<b>Notes</b>	<b>Address</b>
SEPA (Scottish Environment Protection Agency)	0140 945 6350 0800 807 060	Local Branch 24 Hour Emergency Hotline	Glasgow Office, Law House, Todd Campus, West of Scotland Science Park, Maryhill Road, Glasgow, G20 0XA
HSE (Health and Safety Executive)	0141 275 3100 0845 345 0055	Fax only	1 <sup>st</sup> Floor, Merchantile Chambers, 53 Bothwell Street, Glasgow G2 6TS
<b>PUBLIC UTILITIES</b>			
Scottish Water	0800 731 0840 0845 601 8855 0845 600 8855		24 Hour Emergency Helpline



Scottish Gas Networks	0800 111 999		Gas leaks
HSE Gas Safety Advice Line	0800 300 363		
Scottish Power	0845 272 7999 0845 270 0024 0845 729 2292		Power Cut/Faults Metering/Teleswitch
BT	0800 800 154		Faults
Scotland Transerv	0800 028 1414 24 Hour/7 Day 0141 218 3800		For repairs and defects - M8, A8, A78 150 Polmadie Road, Glasgow, G5 04D



## Key Staff Contacts (See Appendix 8)

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Approved Contractors – see [here](#)

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## Section 4: Other Contacts / Suppliers

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No.	Company (specialist area)	Contact No.	Dedicated Contact	Contact No.
	IT Suppliers			
	Fire Alarm			
	Security Alarm			



'''At the heart of o

Documents and Records Recovery (if appropriate)

• **APPENDIX 2: EMERGENCY RESPONSE CHECKLIST**

- Start a log of actions taken:

- Liaise with Emergency Services:

- Identify any damage:

- Identify Functions disrupted:

- Convene your Response / Recovery Team:

- Provide information to staff:

- Decide on course of action:

- Communicate decisions to staff and business partners:

- Provide public information to maintain reputation and business:

- Arrange a Debrief:

- Notify your insurer:

- Review Business Continuity Plan:

- AOB



"At the heart of o

## APPENDIX 3 – INCIDENT LOG

Date	Time	Recorded by	Owner	Event	Action	Status



## APPENDIX 4 – USE OF COUNCIL EMERGENCY SERVICES AND CIVIL CONTINGENCIES SERVICE

### Local Authorities and Civil Contingencies Service

Local Authorities and the Civil Contingencies Service have a responsibility under the Civil Contingencies Act (CCA) to provide advice and assistance to local businesses and charities in the event of an incident where appropriate. Chapter 6, of the CCA clearly states:

*6.2 In the event of emergency local responders will give all the assistance they can but there is merit in ensuring that communities themselves are resilient. In particular it is important to ensure that the impact of an emergency on the continuity of commercial and voluntary organisations' functions is kept to a minimum. This should help reduce the economic and social impact of emergencies and may assist recovery by ensuring that others, who may have a part to play, are prepared.*

The Act goes on to also state:

*6.5 Local authorities have the duty to provide advice and assistance to local businesses and voluntary organisations in connection with business continuity management.*

*6.6 Business Continuity Management is a flexible framework designed to help organisations develop resilience to the full spectrum of events. However, the Act imposes a duty on local authorities to give advice and assistance to commercial and voluntary organisations on developing arrangements to deal with a much narrower range of events and situations that it defines as emergencies. The duty does not extend to the wider range of day-to-day events that can threaten an organisation.*

In short, it is the responsibility of Barrhead Housing Group to ensure they have plans in place to handle the initial impact and relocation of their clients. East Renfrewshire/ Renfrewshire's CCS will provide assistance in the event that we have no further options to explore. This includes where there are owner occupiers. In this situation, it is the responsibility of the relevant landlord to assist their private tenant. Where private landlords are not contactable, you should advise the Civil Contingencies Service who will provide advice and assistance to affected customers where appropriate.

See Emergency Contact Directory for contact information.



## **1. EMERGENCY SERVICES RESPONSE**

In the event of an incident requiring the presence of any of the emergency services, they will follow their own operating procedures. This section of the Business Continuity Policy will provide an insight into the things they will do and consider. It should be noted, however, that actual actions taken are entirely up to the emergency services given the circumstances they encounter, so the following can be a guideline only. In all cases the direction of the Emergency Services takes priority over any actions Barrhead Housing Group may wish to take and must be followed. The emergency services use a method called METHANE to collect data. There is a METHANE Form in Appendix 5.

### **i) Scottish Fire and Rescue Service**

In the event that the incident is fire, flood, contamination, collapse or any of the more physical events then the Scottish Fire and Rescue Service will take charge of the scene of the incident. In this case the following may happen:

- The Scottish Fire and Rescue Service are likely to apply an exclusion cordon at whatever limit they deem safe.
- The Scottish Fire and Rescue Incident Controller will be wearing a 'hi-visibility' vest that will have Incident Commander/Controller on the rear.
- Fire and Rescue, once on site, will coordinate any evacuation. Barrhead Housing Group staff may be asked to help but only when safe to do so.
- It would be advisable to have a senior Barrhead Housing Group representative on scene (Director of Asset Management or Property Services Manager) who can act as liaison with the Scottish Fire and Rescue Service. It would be helpful for them to wear a 'hi-visibility' vest for identification purposes, and for them to identify themselves to the Scottish Fire and Rescue Controller in order to provide information and assistance where required.

### **ii) Police Scotland**

Police Scotland may attend an incident dependant on the type and scale. Their duties range from assisting in crowd control, creating an outer cordon or in the event of something more serious to preserve the area if it is designated a crime scene.

- Police Scotland are likely to apply an outer cordon at whatever limit they deem safe and in fire-controlled incidents after consultation with the Scottish Fire and Rescue Service.
- In larger incidents Police Scotland will locate a Silver command and control centre at the outer cordon. It is in here you will likely be able to find the Police Scotland Incident Controller. The Barrhead Housing Group



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Liaison Officer should make themselves known in order to provide information and assistance as required.

- In the event of a death or serious crime Police Scotland will assume control of the incident.
- Police Scotland will provide any helpful assistance if manpower permits, but it is the responsibility of Barrhead Housing Group to cater for their clients.

### **iii) Scottish Ambulance Service**

The ambulance service will only take control of an incident if the situation is deemed a medical emergency. Outwith this, they will take direction from either the Police Scotland or the Scottish Fire and Rescue Service.

- The ambulance service primary concern will be to any casualties
- The ambulance service will only be interested in information from Barrhead Housing Group regarding any clients or staff who are injured from the incident or event.



## APPENDIX 5 – METHANE FORM

These questions (the **METHANE** acronym) are Standard Operating Procedures for the UK Emergency Services, and will ensure an appropriate response in a timely manner:

**M** – Has a Major Incident been Declared?

**E** – Exact location. Postcode / GPS Location

**T** – Type – of incident e.g. explosion, building collapse

**H** – Hazards – present, potential or suspected

**A** - Access – routes that are safe to use

**N** - Number – type, severity of casualties



**E - Emergency – services now present and those required**

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Documents and Records Recovery (if appropriate)
• <b>APPENDIX 6 : CUSTOMER QUESTIONNAIRE</b>

Please complete this form and hand to Barrhead Housing Group staff.

<b>DETAILS</b>  Name  Address  Postcode Telephone/Mobile No. Number in Family and ages Pets	
<b>SPECIAL NEEDS</b>  Do any members have disabilities, specialist needs, require specialist medication etc.?	
<b>RELATIVES</b>  Name, Address and Telephone number of relatives who can accommodate the family	
<b>MEDICAL</b>	



Does any of your family need medical attention?

Are there special adaptations that any member of your family needs?

**IMMEDIATE REQUIREMENTS**

What are your immediate requirements e.g. clothing, personal effects etc.

**CONTENTS OF YOUR HOUSE**

Insurance Company or Brokers' Name and Address (if known)

Items in your house required urgently or needing storage?

**HOUSING SUPPORT**

Name, address and telephone number of any organisation that provides care or housing support to your family

**TRANSPORT**



Does your family have access to a car?	
<b>BENEFITS</b>  Are you receiving any benefits? If so, which ones?	

## Appendix 7 – Notifiable Events Guidance (March 2019 update)

[Notifiable Events Guidance](#)



## Appendix 8 – Full Staff – Emergency Contact Details

To be checked and updated prior to plan approval by Board

### EXECUTIVE TEAM

Chief Executive

Director of Corporate Services

Director of Customer Services

Director of Asset Management

Bryan Dando 07971 850191

Emily Connell 07817 646030

Greta McPhail 07767 688388

Director of Corporate Services 07972 387431

Jackie McColl 07824 346637

Jade Byers 07892 333900

Director of Asset Management 07812 541555

Janice Peters 07484 153290

Jen McCann 07817 408220

Julie Stewart 07944 002685

Karen Devon 07807 725831

Director of Customer Services 07494 520318

Marie Donaghy 07515 058957

Martin Devenney 07557 362330

Maxine Dock 07720 241010

Nicola Roy 07957 230469

Ricky Anderson 07827 813036

Sandra Nelson 07709 214500

Chief Executive 07729 625777

Sophie Grant 07307 418791

Siobhan Kelly 07825 524761

Viv Betteridge 07557 671260

Elaine Cormack 07958 696867



Board Contact Details

07935 351 244 – Brian Connelly

07722 117 409 – Claire Boyd

07518 338 476 - Drew McKinney [opsmanager@cominghomecentre.org](mailto:opsmanager@cominghomecentre.org)

07910 492 204 – John Hamilton

07807 723 751 – David McCready [dmccready9@googlemail.com](mailto:dmccready9@googlemail.com)

07815 207 976 – Michael Mukhtar

07766 918 930 – Beth Reilly

07792 658 893 – Rena McGuire

07870 192 361 – Tommy Reilly

07561 310 447 – Chris Baird [chris.baird7@ntlworld.com](mailto:chris.baird7@ntlworld.com)

07504 022 415 – Dianne Greig [diannemgreig@gmail.com](mailto:diannemgreig@gmail.com)

07976 360 398 – Tony Buchanan [tony.buchanan@eastrenfrewshire.gov.uk](mailto:tony.buchanan@eastrenfrewshire.gov.uk)

LPS

07799 512 172 – Joe Gribbon 07745 307 738 – Alan Oliver

07773 557 203 – Andy Dunlop 07478 342 358 – Neil McCluskey