



UK COMMUNITY
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GIVING FOR LOCAL GOOD

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Disaster Recovery and Business Continuity Plan

Aims of this plan:

- Regularly review risks and contingency options
- Limit the extent of any disruption and damage
- Establish alternative means of operation in advance
- Train staff on alternative procedures.
- Minimise interruptions to normal operations
- Provide for smooth and rapid restoration of service.

If, whilst using or reviewing this plan, you find any information which is incorrect or missing or if you have a problem in understanding any part of this plan please inform the Chief Executive so that it may be corrected. ***It is important that everyone understands their role as described in this plan.***

Table of Contents

1. Policy Summary	3
1.1. Purpose	3
1.2. Decision-making authority	3
1.3. Oversight and accountability	3
1.4. Distribution and updates	3
1.5. Responsibilities during the recovery period	4
1.6. The first priority in a disaster situation is to ensure safe evacuation of all personnel	5
2. Recovery Management: Goals & Priorities	5
3. Finance and Legal Risk Management	7
3.1. Insurance	7
4. Physical Plant Risk Management (buildings, networks)	7
4.1. Short term office premises	7
4.2. Recovery and back up of data (Main and terminal servers)	8
4.3. Email and calendar	8
4.4. Salesforce (CRM System)	8
4.5. Telephone	8
5. Grantmaking Procedures	9
6. External Communications	9
7. Appendices	10
8.1. Trustee contact information	11
8.2. Staff contact information and call tree	12
8.3. Service provider account and contact information	13

1. Policy Summary

Purpose

A Business Continuity Plan has been designed to be used in the event of a disaster affecting UKCF when **normal services cannot be delivered from the site due to one or more of the following:**

- *Loss of telephone, internet, electricity, heating or*
- *Damage of the office premises for any reason*

This plan contains all the information necessary to prioritise and restore operational services in the event of a serious disruption of computer services, and plans for a complete disruption scenario:

- *A fire destroys premises and contents.*

Decision-making authority

The decision to initiate business continuity procedures will be taken by the CEO after assessing the situation. In lieu of the CEO being unavailable oversight and responsibility will be assumed by:

- Director of Operations & Programmes, followed by
- Head of Finance, followed by
- Other senior management team staff (SMT)

This decision to initiate business continuity procedures will be communicated as widely and promptly as possible to all staff via telephone, text or email – using the **'call tree'** described on page 12.

All staff will follow the procedures contained in this plan until business recovery is complete or until instructed otherwise by the CEO or direct line managers.

Various staff members are likely to be assigned responsibility for implementing or coordinating the procedures outlined in this plan and are responsible for reporting to the CEO during a disaster

Oversight and accountability

This plan must be kept current with daily operating procedures.

It is the responsibility of the CEO to ensure that procedures are in place to keep this plan up to date.

Distribution and updates

The CEO is responsible for distributing this plan.

- The Chair, trustees and all staff will receive an electronic copy of the plan by email.
- A copy of the plan should be kept in the homes of the Chair, trustees and staff.
- At least one current hard copy is to be kept in a central place at the main workplace, easily accessed by staff.

When you receive an updated version please ensure you remove and shred or delete the older version.

Responsibilities during the recovery period

CEO is responsible for:

- Defining the problem, the extent of the disruption, its consequences and the probable implications for the foreseeable future.
- Taking the decision to implement disaster recovery procedures.
- Deputising staff as required in order to ensure all staff are informed and understand their roles and instructions.
- Informing family members in the event of staff injury.
- Making a report to the Chair.
- Directing external communications with the Head of External Affairs.
- Determining the return to normal operations.
- Documenting decisions and progress for written report to the Board.

All staff are responsible for:

- Assessing the immediate nature and extent of the problem and alerting the CEO as soon as possible.
- Resuming normal working procedures from home via remote access networks, if possible.
- Following procedures laid out in this plan and instructions from the CEO, assigned deputies or managers.
- Making sensible judgments to determine what activities are appropriate based on the nature and extent of the disruption.

Whilst the CEO holds ultimate responsibility, various staff may be deputized to implement or coordinate the procedures and responsibilities outlined in this plan. SMT and any other deputies are responsible for reporting to the CEO during a disaster. This plan anticipates 3 areas of disaster recovery:

	<i>SMT</i>	<i>Support Staff Member</i>
Finance, Systems and Physical premises		
Grant Management		
External Communications		

The first priority in a disaster situation is to ensure safe evacuation of all personnel

In the event of a major physical disruption, standard emergency procedures must be followed. This means immediately:

1. Activating the standard alarm procedures for the building to ensure that Medical, Security and Safety departments and emergency authorities are correctly alerted.
2. If necessary, evacuating the premises following the laid down evacuation procedures and assemble outside at the designated location, if it is safe to do so.
3. If it is safe to do so, switch off computer equipment before leaving the premises.

2. Recovery Management: Goals & Priorities

A disaster is defined as an incident that results in the loss of computer processing and /or access at the office site, to the extent that relocation of work must be considered. A disaster can result from a number of accidental, malicious or environmental events such as fire, flood, terrorist attack, human error, software or hardware failures.

The primary objective of this Business Continuity Plan is to ensure the continued operation of identified business critical systems in the event of a disaster.

Specific goals of the plan are:

- To have key business processes operations via home working by staff within 1 working day of a standby invocation
- To minimize the disruption to our business, our grant recipients and our donors
- To operate by remote access or a temporary facility for as long as is required
- To reinstate full operations in the usual office or another premises as soon as practical.

Priorities: Risk and Impact Assessment

Under the direction of the CEO, senior staff have identified and documented:

- Key services, critical activities and supporting resources
- The main risks that would impact on UKCF's ability to deliver its key services
- The estimated length of time we can manage a disruption to each key service
 - The resources required to resume the key services.

Whilst the CEO has ultimate responsibility for recovering assets where possible, it is likely that some of these activities will be deputized to staff and /or service providers during the recovery process.

Once the physical safety of people is secured, the first order of business is to notify our insurance company to document the beginning of a future claim.

IT and Data Recovery

Office Space and Access to the Internet

3. Finance and Legal Risk Management

Key person:

Insurance

4. Physical Plant Risk Management (buildings, networks)

Key person:

Short term office premises

Recovery and back up of data (Main and terminal servers)

Email and calendar

Emails can be accessed via remote working.

Salesforce (CRM System)

Already exists in the cloud; Normal access should be available.

Salesforce Supplier

support@hyphen8.com

Elaine Forth, Team Lead

elaine@hyphen8.com

Telephone

5. Grantmaking Procedures

Key person:

Assessing Priorities

6. External Communications

Key person:

The CEO is responsible for ensuring that there is no miscommunications that could damage the image of UKCF, specifically handling any media enquiries and updating the web site. The CEO will delegate some of this to the Head of External Communications.

The CEO has oversight for:

- External communications.
- Making statements to local or national media, as appropriate.
- Any other public relations.

- Ensuring website, email signatures and social media (Twitter) provide details of temporary relocation and contact information as necessary.

In the event of a disaster recovery situation, all media enquiries would be directed to the Head of External Affairs or Communications Officer. The CEO will be the UKCF spokesperson. If unavailable then the Chair would lead. If unavailable then one of the Vice-Chairs. If they're all unavailable, then one of the management team at UKCF.

Web site hosting:

Morgan Interent Design

zack@mid.co.uk