



**Christ the
Redeemer College**
L o n d o n

Business Continuity Plan (A CRC Business Continuity Management Document)



Document Purpose Statement

This document sets out the Business Continuity Plan of Christ the Redeemer College (CRC), Incorporating the **Major Incident Plan** and the **Disaster Recovery Plan**. The Business Continuity Plan (the Plan) is a prepared response for a range of major incidents that have a potential effect on the College's core business activities.

Application

The objective of this document is to co-ordinate the response of all departments within CRC during a major incident and to ensure business critical functions are reinstated as soon as possible following an emergency, while full restoration of all services is planned and implemented on a concurrent basis. **All staff should be aware of this policy.**

Interpretation

Further guidance on the use or interpretation of this document may be obtained from the CRC Compliance unit or the CRC Audit Group.

Legal requirements/issues

- Compliance with relevant Health and Safety legislation.

Scope

The scope of the Plan is limited to the immediate and short-term management and operational issues resulting from a major incident involving CRC. This plan does not specifically address the mid to long-term issues of reconstruction and reinstatement. The scope includes all stakeholders, staff, students and subcontractors.

The Plan particularly concentrates on responding to a major incident when such an event happens at critical times such as overnight, at weekends or during a holiday closure.

Should a major incident occur during routine opening hours, then the safety of learners and staff would be the priority and if deemed appropriate, then evacuation would be the immediate priority via the normal evacuation procedures for the premises. Once evacuation has been successfully completed, the relevant section of the Plan would become live.



Chapter 1 – Major Incident Plan

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Section 1

1.1 Introduction

A major incident may occur at any time and cause significant loss with prolonged interruption to the business of the College. This procedure sets out a series of responsive measures aimed at:

- **Preventing or limiting the loss of life or injury.**
- **Minimising or limiting the damage to buildings and assets.**
- **Returning to full operational activities as soon as possible.**

The objective of this document is to co-ordinate the response of all departments within CRC in the event of a major incident and to ensure business critical functions are reinstated as soon as possible, while full restoration of all services is planned and implemented on a concurrent basis.

The decision to implement the Major Incident Plan must be made by a member of the Senior Leadership Team (with approval from the Rector). The plan sets out guidelines to enable relevant staff / team to respond quickly and cope effectively with an emergency situation. The Major Incident Plan may be implemented either in whole or in part depending upon the severity of the incident.

1.2 Definition

"An event or events usually sudden, which involve experiencing significant disruption, to a level which potentially overwhelms normal activities and procedure, and which is likely to have related consequences both organisational and business."

A major incident is defined as an unplanned event which immediately puts part of the College's assets and activities at risk, for example a fire or a power outage at the Main College site.

1.3 Aims of the Plan

- Create awareness of the need for planned arrangements.
- Provide a management framework for responding to a major incident.
- Establish a **Major Incident Team** that manages strategies and allocates resources to ensure a major incident has minimal impact on the operation of the College.
- To co-ordinate the full reinstatement of College services as soon as possible.
- Provide re-assurance of the practical help available at short notice.
- Pass on advice based upon previous experiences.
- Give guidance on sources of information and help.



1.4 **Scope of the Plan**

1.4.1 **The plan will be invoked when:**

- Access to any College building, in part or total, is denied due to an incident.
- The College's business systems are interrupted.
- A health and safety incident affects staff, students and/or the local community and/or environment.

1.4.2 **Although not exhaustive this may include:**

In College

- Security Incidence / A deliberate act of violence, such as the use of a knife or firearm.
- A College fire or explosion.
- Animal escape or disease pandemic.
- Total / partial loss or failure of electrical, water or gas supplies to a College building.
- Flood / Weather Event.
- Disturbance or release of hazardous materials.
- Loss of critical system(s).
- The destruction or serious vandalising of part of the College.
- Medical emergency including death or serious injury.

Outside College

- The death of a student or member of staff.
- A transport-related accident involving students and/or members of staff.
- Death or injuries on college journeys or excursions.
- Civil Emergency / disturbances and terrorism.
- A more widespread disaster in the community.

The Plan may be invoked when an incident is likely to, or will, affect the business operations of the College. Members of the Major Incident Team will be placed on amber alert and be ready to react should the incident require a red alert response.

The Plan may also be activated during an externally occurring incident that impacts the College's personnel or business operations.



Section 2 – Major Incident Team - Activation Process Flow Chart

Incident occurs:

Member of SMT is notified immediately.



Member of SMT contacts:

Major Incident Team (Amber Alert status identified).



Major Incident Team

Assesses the extent and effect of the incident on staff, students and the College.



Red alert status identified

- Establish immediate incidence response / Report to SMT & Trustees.

Initial duties of the relevant teams:

Major Incident Team

- Liaise with Rector/SMT all through process.
- Co-ordinate & manage immediate incident response, records & communications.
- Identify casualties (if any).
- Notify insurers.
- Ensure departmental action plans activated.
- Co-ordinate feedback to Rector/SMT.
- Co-ordinate & manage recovery to full business operations.
- Contact next of kin (where necessary).

- Notify utility companies/contractors as necessary.
- Assist in recovery of full business operations.

Rector/SMT Member

- Mobilises Major Incident Team
- Notifies emergency services (if applicable).
- Notifies Chair of Trustees / Council.
- Determines full needs.
- Nominates on-site Co-coordinator.
- Identifies on-site facilities.
- Briefs staff and students.

- Determines closure (incident over).



Section 3

3.1 Scale of Response

The scale and type of event will determine the level of response. A full assessment of the situation will be taken by the Major Incident Team who will invoke the agreed level of the Major Incident Plan. This may include specific advice from members of the Senior Management Team.

3.1.1 Level 1 – Amber Status

- Business interruption affecting one or more departments/functional areas and will be overcome by the relevant department/departments using their own resources, personnel and equipment and supported by the Premises Team.
- Members of the Major Incident Team will be placed on amber alert in preparation should the incident escalate.

3.1.2 Level 2 – Red Status

- Business interruption affecting the operation of the College. An incident of this nature will invoke immediate activation of the Major Incident Plan by the Rector or designated member of the Senior Management Team.
- The remaining members of the Major Incident Team will be placed on red alert, and the Trustees & Governing Council informed. The Major Incident Room will be established.

3.2 Notification of an incident

If an incident, such as those previously identified, should occur in any CRC building or site, the person, student or member of staff who is affected by the incident, must inform a member of the Senior Leadership Team or Major Incident Team.

The activation process flowchart will then be set in motion.

On notification of the incident, the members of the Major Incident Team may be put on amber alert as a precaution in case the incident escalates. The Emergency Contact List is at Appendix 1.



3.3 **Out of Hours**

Premises staff called to site in response to an incident will carry out an initial assessment investigation. If it is considered, from the initial assessment, that the incident may affect the College's operation, the Rector must be informed. The information received will be reviewed and escalated if necessary.

3.4 **Major Incident Room (MIR)**

The Major Incident Room will be established in:

Main Campus Foyer / Reception Area, 23 Village Way East, London. HA2 7LX

Should an incident happen that results in these areas being inaccessible, then a location will be nominated on the day. If access to the College site is not permitted then an external location will be identified within 24 hours and this location will be advised to all stakeholders / attendees. The MIR is to be;

- A Central place of contact for information relating to the business interruption.
- An area for the visual display of all information relating to the business interruption and the subsequent responses.

In the event of a major incident, the centre will be made available 24 hours a day, seven days a week, if necessary.

The Major Incident Room will be equipped with or located near to the following:

- Telephones with access to both internal and external networks.
- Access to fax machine and photocopier.
- IT network points with access to both internal and external networks.
- Computer equipment and peripherals.
- Televisions and recorders.
- Two-way radio communications and emergency mobile phones.
- Suitable office furniture & whiteboards.
- Stationery.
- Refreshment facilities (Inc. external contractor if necessary).



3.5 **Senior Management Team (SMT) and Major Incident Team.**

3.5.1 The Senior Management Team (SMT) focuses on strategy and external stakeholder engagement.

The Senior Management Team comprises:

| Role | Current Holder |
|---|-----------------------|
| Rector / Head of School | Daniel Akhazemea |
| Registrar / Major Incidence Controller (MIC1) | Bamishaiye Daniel |
| All Directors & Head of School (MIC2) | |

3.5.2 The Major Incident Team will deal with operations and have an internal focus. This team will be activated in part or in whole by the Major Incident Controller based on the nature of the reported incident. Members of the Major Incident Team are:

| Role | Current Holder |
|--|-----------------------|
| Premises/Operations/ Health & Safety | Jude Olisa |
| Compliance | Bamishaiye Daniel |
| Finance | Gloria Opute |
| Admin/Communications/Student Support | Aima Okafor |
| IT Systems/Telephony/Learning Resources recovery | Wole Adebola |
| Media & Public Relations | Ohi Akhazemea |

* Other stakeholders will be requested as necessary.

3.6 **Key responsibilities of the Major Incident Team:**

Health & Safety / Life preservation: Identify all staff and students involved.

- Monitor progress of recovery.
- Effective & timely communications.

Communications

- Provide accurate and regular updates to the SMT to cascade to media and liaise with press/media.

(NB all press releases will be approved by the Rector or Academic Director).



- Learning Resources**
- Identify areas affected.
 - Identify alternative resources within the College.
 - Identify resources outside the College.
- Teaching**
- Identify areas affected.
 - Identify alternative teaching space within/outside the College.
 - Reschedule teaching to alternative locations.
- Operations**
- Identify areas affected.
 - Identify alternative space within/outside the College.
 - Establish alternative space and relocate staff and equipment.
 - Maintain core operating systems (Personnel, Finance, MIS, etc.).
- Recovery**
- Liaison with the College's insurers and loss adjusters.
 - Appoint independent loss adjuster to act on behalf of the College.
 - Plan specialist recovery/repair works.
 - Plan re-establishment of normal operations.
 - Plan re-establishment of IT & communications systems.
 - Conservation and prevention of future damage.

Section 4 - action by: - Rector (or Senior Membership Member)

4.1 Stage 1 - Initial Actions:

- Open and continue to maintain, a personal log of all factual information received, actions taken, and the time of those events.
- Make every attempt to clarify exactly what has happened.
- Consider whether Incident requires involvement of Major Incident Team.
- If yes, mobilise MIT to appropriate Major Incident Room.
- Notify Emergency Services and provide initial liaison and support.
- Secure immediate area and evacuate as necessary.

4.1.1 Outside term time (or outside College hours)

- Arrange for a member of the Premises Team to open certain parts of the College as appropriate, and to be available (and responsive) to requests.
- Notify immediate administrative support.
- Think about what you are wearing when you go into College, in case you are unavoidably drawn into a TV interview.
- If the Incident does attract Media attention, you are likely to be inundated with requests for interviews and statements. Appendix 2 contains some key points to remember.



*(NB: It is especially important that if names of those who may have been involved in the incident are known **DO NOT release – or confirm – them to anyone**, before those identities are formally agreed and next of kin are informed).*

- If deputising for the Rector, contact and brief him/her. Inform Institution Funders.
- Inform Chair of Board of Trustees / Governing Council of the incident and that they should be on standby and available for interview by the Media if necessary.
- Nominate On-Site Coordinator from MIT, and brief on initial assessment and incident feedback.
- Be prepared to receive telephone calls.

4.2 **Stage 2** – Once established:

4.2.1 **Brief MIT member acting as On-Site Co-coordinator to oversee the following:**

- Briefing of remainder of MIT.
- Ensure staff are easily identified and ID cards displayed & checked.
- Set up arrangements to manage visitors & record their names.
- Set up arrangements to enable accurate information to flow into and out of the College and for telephone calls, by ensuring – brief, but up-to-date, prepared, statements are available to staff answering phones.
- Media calls are directed to the nominated media contact point.
- An independent telephone is made available for outgoing calls.
- Arrange for SMT to be called in, if necessary, and briefed at an early stage (Subsequent briefings should also be arranged).

4.2.2 **Next of Kin considerations:**

- If students are involved, the contacting of next of kin will be an important early task (remember if it is a major incident, they may well have already heard via the media). It may be appropriate to ask the parents/next of kin to come to the College for briefings and support. This will need to be done with the utmost care.
- Arrange for a separate room with refreshments to be provided for parents away from main entrance and media.
- Maintain regular contact with next of kin.
- If Incident is away from College, seek Police advice whether next of kin should travel to the scene.

4.2.3 **Staff considerations:**

- Remember to have regular breaks, and advise others to do so.
- Maintain regular contact with MIT. Ensure that all staff involved know each.



others roles & responsibilities.

- Be aware of how colleagues are coping and be available to see staff when required.
- Remember some members of College staff may be so affected, that they will not be able to help in supporting learners
- Recognise also that if the burden of dealing with the situation falls disproportionately on a small number of staff, they too could need professional support.
- Unless there is overwhelming pressure, avoid closing the College and endeavour to maintain normal routines and timetables.

4.3 **Stage 3** – Period following the close of the incident:

- When appropriate, seek advice on special assemblies/funeral/memorial services.
- Prepare full report on Incident.
- Arrange to make contact with any students either at home or in hospital.
- Make sensitive arrangements for the return to College (as appropriate).

4.4 **Stage 4** – Longer term issues:

The effects of some Incidents can continue for years. Thought will need to be given to:

- Working with staff to monitor students informally
- Clarifying procedures for referring students for individual help
- Being aware that some College staff may also need help in the longer term.
- Recognising and, if appropriate, marking anniversaries.
- Remember to make any new staff aware of which learners were affected and how they were affected.
- Remembering that legal processes, inquiries and even news stories may bring back distressing memories and cause temporary upset within the College.
- Remembering that if the incident does attract Media attention, it is likely that media interest will continue for many weeks.



Action by: - Major Incident Team

4.5 Stage 1 – Initial Actions:

- Obtain full briefing (established facts of Incident) from the Rector/SMT.
- Open and continue to maintain personal logs of information received, actions taken and the time of those events.
- Assess extent and effect of the incident on staff, students and the College.
- Agree initial course of action and level of response.
- Identify key personnel to attend the College (as necessary).
- Mobilise Major Incident Room (site dependent).
- Notify switch room staff of incident and media contact point.
- Notify College Insurers.
- If coming in from home, remember to bring useful items, such as any keys needed.

4.6 Stage 2 – Once Established:

- Under guidance from an MIT Controller, assist Rector / SMT member.
- Fully assess the situation with Major Incident Team, identify roles and responsibilities with proposed course of action.
- Confirm agreed course of action with Rector and Emergency Services.
- Establish regular communications updates with Emergency Services.
- Co-ordinate administrative support.
- Ensure on-site facilities available for all personnel.
- Ensure accurate information flows into and out of the College and for telephone calls, by ensuring sufficient help is available to answer all calls.
- Maintain records of all calls received. (staff are to be reminded that some calls could be bogus).
- Co-ordinate full building evacuation if necessary.
- Establish “incident hotline”.
- Notify utility companies and specialist contractors as necessary. Maintain supplies.
- Secure buildings/arrange access as appropriate.
- Co-ordinate media contact and publicity including press release via SMT.
- Establish regular communications updates with media via SMT.
- Ensure staffing lists and contact details available.
- Ensure student lists and contact details available.
- Establish system for identifying casualties and their whereabouts.
- Co-ordinate actions for SMT to sensitively inform staff and learners.
- Ensure staff & students are aware of media contact point.
- Maintain regular contact with SMT.
- Activate Departmental action plans, if appropriate.



4.7 **Stage 3** – Period Following Close of the Incident:

- Co-ordinate and manage recovery to full business operations.
- Early appointment of an independent loss adjuster.
- Identify losses and update insurance company.
- Establish recovery costs.
- Allocate sufficient resources to ensure quick return to normal business operations.
- Monitor recovery programme progress.
- Manage and monitor recovery costs.
- Co-ordinate removal of damaged resources.
- Co-ordinate recovery of damaged resources.
- Notify staff and students room/location changes.
- Manage contact with the College's customers and suppliers.
- Arrange temporary accommodation if necessary.
- Notify suppliers and contractors of any changes to College operations.

4.8 **Stage 4** – Longer term issues:

- Assist Rector/SMT and provide subject guidance where appropriate and required.



Section 5

5.1 Operational Log

All decisions and actions taken will be recorded and logged. Every decision will have a separate entry. Refer to Appendix 3 for details of log sheets.

5.2 Documentation

Staff identified within the Plan will be provided with hard copies of the College Business Continuity Plan. All other members of the Senior Leadership Team / Trustees / Council as necessary will also be provided with copies. A list confirming holders of the Business Continuity Plan can be found at Appendix 4. **Staff should keep one copy at work and one copy at home.**

Plan holders will be expected to provide updated information relating to any contact details changes to CRC Compliance Manager who will update and circulate the revised document. A Plan Holder receipt acknowledgement can be found at Appendix 5. All plan holders are to sign and return one copy to Compliance Unit.

5.3 Debriefing

There will be an immediate debriefing, with all operational staff involved, once an incident has been successfully responded to in order to feedback problems that will be fresh in people's minds.

An additional debriefing session will take place within two weeks of the end of an incident, covering the functionality of the plan and all groups and the process of responding to the incident in order to determine the plan's effectiveness.

Proposals for changes and additions to the plan will be notified to the Rector or Audit Group. These will be considered by the Senior Leadership Team and Governing Council who will pass any amendments to the Compliance Unit who will then update the master document and circulate the amendments to all plan holders.

5.4 Training

Prior to the implementation of the Business Continuity Plan, all members of staff with a responsibility within the plan will be provided with guidance and training.

5.5 Testing - Bi-annual test

The SMT will test the plan in order to scrutinise those parts of the plan that are factual and measurable by either a pass or fail. Aspects of the plan that will be tested:



- The emergency contact list
- The plan documentation (the forms to be used in the event of the plan being activated)

The bi-annual test will also include a talk through test for staff who have a responsibility within the plan will be questioned about their understanding of their role. Further details on the Bi-Annual testing can be found at Appendix 6.

5.6 **Annual test**

The Executive will carry out a hypothetical walk through test. This may involve the Executive establishing an emergency situation and activation of the plan, establishing the MIT and 'walking' through the appropriate actions.

This process is intended to ensure everyone is fully aware of their roles within the plan and to identify any weaknesses that need to be addressed and improvements that need to be made. Further details on the Annual Test can be found at Appendix 7.

5.7 **Definitions**

5.7.1 **Senior Management Team (SMT)**

Members of the Senior Leadership responsible for management of the incident and co-ordination of the recovery programme.

5.7.2 **Major Incident Room (MIR)**

Dedicated facilities from which the College's response to any business interruption can be managed successfully.

5.7.3 **Major Incident Team (MIT)**

Members of the SMT and other key College staff (Facilities, Safety & Compliance etc. who have responsibilities for specific functions within the College that would have a serious impact on the business if they were unavailable for a limited period of time. (Estates, ICT, MIS, Finance, Learner Services, Communications).

5.7.4 **Major Incident Controller.**

Member of the Major Incident Team, normally the **VP Finance and Business Planning.**



Section 6 Appendix 1 – Emergency Contact List

| Title/Department | Name | Home contact | Mobile Contact |
|--------------------------------------|-------------------|---------------------|-----------------------|
| Rector & CEO | Daniel Akhazemea | | 07832237783 |
| Registrar | Bamishaiye Daniel | | |
| Premises & Facilities | Jude Olisa | | 07969126396 |
| Operations | | | |
| Head, Student Admin Services | Aima Okafor | | 07561576751 |
| IT Manager | Wole Adebola | | 07950721882 |
| Front Office | Sai Raj Beenaram | | |
| Finance Director | Gloria Opute | | 07473023327 |
| Compliance | Akinlabi O Eboda | | 07739358490 |
| College Solicitors – Emergency line. | | | |

Note: Head of Schools & other units will be contacted as necessary



Appendix 2 - Media Interviews and Key Points - Points to note with media interviews:

- Have another person with you, if possible, to monitor the interview.
 - Try to agree an interview format i.e. establish what the interviewer wants to ask.
- Be prepared to think on your feet, but try to decide beforehand what you want to say. Do not read it out.
- Remember you could be quoted on anything you say to a journalist, even if it is not part of the formal interview?
- Be prepared to say you cannot comment.
- Don't elaborate your answers.
- Politely refuse any requests for photos of College students/staff involved.
- Try to keep a grip on your emotions during interviews-especially if it is TV.
- Most journalists are responsible, but check where interview/camera team go when interview is over.

Example Media Holding Statement

1. Christ the Redeemer College is a Higher Education College delivering specialist training and qualifications to students, apprenticeships etc. There are over full time students and overpart time, attending courses in the School of Theology, School of Practical Ministries and the School of Business. The college has been on its current site since 2017, 23 Village Way East, Harrow. HA2 7LX (*delete as appropriate).
2. Today at (time.....), an incident occurred that at (Campus location.....) which resulted in (detail.....). There have been (number) casualties.
3. We are in contact with the (families/contractors/suppliers – dependent on the nature of the incident.....) and are currently in the process of confirming exact details.
4. The College has a helpline number on for anybody concerned about relatives.
5. We will release further information when it is available by public statement.

Once the statement has been passed, do not get drawn into answering on-the-spot questions. State that you have to return to the College building to help implement any ongoing plan and direct any questions to the helpline. Have a pre-prepared one-page document stating exactly what the College delivers for the media to take away with them.



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Appendix 3 – Major Incident Operational Log Sheets

Note: This form is to be used to record the steps taken in the event of a major incident on Campus.

Date of Incident:

Time of Incident:

Description of the Incident:

| |
|--|
| |
| |
| |
| |
| |
| |
| |
| |

Major Incident Team members please sign:

| | Major Incident Controller | MIT Member 1 | MIT Member 2 | MIT Member 3 |
|------------------|----------------------------------|---------------------|---------------------|---------------------|
| Name | | | | |
| Signature | | | | |
| Time | | | | |
| Date | | | | |
| | | | | |

| | MIT Member 4 | MIT Member 5 | MIT Member 6 | MIT Member 7 |
|------------------|---------------------|---------------------|---------------------|---------------------|
| Name | | | | |
| Signature | | | | |
| Time | | | | |
| Date | | | | |
| | | | | |



Actions for Business Continuity Log Sheets

Major Incident Declaration and Response

| PLAN | ACTION |
|--|---------------|
| Major Incident Controller notified and attend Major Incident Room at relevant site (with copy of plan and mobile phone) | |
| Major Incident declared - Plan becomes live | |
| Immediate contact of all College Leadership Group and Major Incident Team members to convene at Major Incident Room at the relevant site | |
| Major Incident Room to become operational | |
| Teams start pre-planned responses | |
| | |



Actions for Business Continuity Log Sheets - Life Preservation

| PLAN | ACTION |
|---|---------------|
| Ensure Major Incident Room fully operational | |
| Ensure communications with College Leadership Group and outside agencies are in place and functioning | |
| Ensure staff and students are safe | |
| Ensure security undertake full building checks | |
| Ensure technical services undertake a review of business systems | |
| Ensure availability of accurate information from Major Incident site | |
| Ensure Major Incident site is safe and secure | |
| Contact business continuity partners, local authority, affected third parties etc | |
| Record all actions taken for insurance purposes | |
| Assess losses/damage | |
| Detail recovery steps using Major Incident recovery form | |



Actions for Business Continuity Log Sheets - Communications

| PLAN | ACTION |
|--|---------------|
| Determine information to students (content and delivery) | |
| Determine information to staff (content and delivery) | |
| Determine media communications and brief spokesperson | |
| Advise switchboard staff of information to be given out | |
| Advise the media via nominated spokesperson | |
| Allay fears on continuity of courses | |
| Provide regular updates to all relevant parties | |



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Actions for Business Continuity Log Sheets

Teaching and Learning Resources

PLAN

Determine lost teaching provision

Working with the Building Recovery team to prioritise the services to be returned and prioritise replacement need (e.g. external assessment requirements)

Determine the use of other (pre-planned) locations (e.g. working with other EDC sites or other business continuity partners)

Scheduling to implement the above (including transport of staff and students)

The impact of staffing and teaching materials

To support those affected by the incident (e.g. pastoral care, catch up classes, assessment extension)

ACTION



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Actions for Business Continuity Log Sheets

Operations and Recovery

PLAN

The physical reconstruction and restoration of the affected area
Working with the Teaching and Learning Recovery team to prioritise the services to be returned and prioritise replacement need (e.g. Classrooms and IT equipment)
Determine the use of other (pre-planned) locations (e.g. working with other EDC sites or other business continuity partners)
Scheduling to implement the above.

Management of the financial implications whilst the incident is taking place and during the recovery
The impact of staff and materials

To support those affected by the incident

Any lessons learnt will be reported to the Major Incident Team and incorporated into an update of this document

ACTION



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Appendix 4 - Holders of the College Business Continuity Plan (Hard Copy)

| Title/Department | Name |
|------------------------------------|--------------------|
| Rector & Chief Executive Officer | Daniel Akhazemea |
| Finance Director | Gloria Opute |
| Director of Operation | Dr Michael Oyelere |
| Head, School of Theology | Yaya Obozua |
| Head, School of Practical Ministry | Jude Olisa |
| Premises Manager | Jude Olisa |
| Programme Manager (BTec) | Vera Icheke |
| IT Manager | Wole Adebola |
| Compliance Manager | Akinlabi O Eboda |
| Admin / Student Support | Aima Okafor |
| Marketing / Recruitment Manager | Ugonna Udosen |
| Premises / Reception | Sai Raj Beenaram |



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Appendix 5 - Plan holder Receipt

I, (*name*) confirm receipt of 2 copies of the College’s Business Continuity Plan (plan numbers.....) and acknowledge that I have a role to play in ensuring the plan is kept current.

I agree to keep the plans in a safe and accessible location, one in the office and one at home.

Name:

Job Title:

Team/Department:

Extension number:

Signed:

Date:

Please return this completed receipt sheet to:

Akinlabi O Eboda (CRC Compliance)

Full amendments and correspondence regarding the plan should be sent to:

Audit Committee (Bamishaiye Daniel)



Appendix 6 - Bi-annual test

The College SMT and Executive will test the plan in order to scrutinize those parts of the plan that are factual and measurable by either a pass or fail.

Aspects of the plan that will be tested:

- The emergency contact list.
- The plan documentation.
- The plan itself by means of a talk through test.

Emergency Contact List

This is the most crucial of all the factual information contained within the plan. The SMT undertake regular checks including contacting all those named on the contact lists to determine if the information is correct.

The Plan Documentation

The plan documentation includes all forms that will be used in the event of the plan being activated.

Talk through test

This test will consist of 'talking through' aspects of the plan with some or all of the people who have operational roles in the plan. Challenging questions will be asked and include the following:

- Do you understand the plan?
- Do you understand your role in the plan?
- Is there anything ambiguous about your role in the plan?
- Does any other person's role in the plan overlap with your own?
- Where is your copy of the plan now?
- Is the factual information contained in the plan current?
- Are the action checklists practical?

Questions may be asked about a specific scenario and what actions may be required to be taken. A record and outcome of the test will be kept.



Appendix 7 - Annual Test

The SMT and Executive will carry out an annual test which consists of 'walking through' aspects of the plan so that practical implications of statements used in the plan can be tested for reliability:

- Do members of the Major Incident Team (MIT) know where the Major Incident Room (MIR) is located?
- Can the MIR be accessed at different times of the day?
- Do members of the MIT need transport to the MIR?
- How will members of the MIT travel if an incident happens out of normal working hours?
- Are car park facilities available for members of staff outside normal working hours?
- Who will deactivate the intruder alarm systems?
- Are the voice and data points in MIR live?
- Is all the required equipment available?
- Can the Business Continuity Plan be accessed in the MIR?

The College SMT and Executive may establish an 'incident scenario' whereby the Major Incident Plan & Business Continuity Plan is activated in order to monitor the responses and to identify weaknesses in the plan.

A record and outcome of the test will be kept.



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| Document Review Tracker | | | |
|--------------------------------|--------------------------|-------------------|--------------------------|
| Approval and Review Title: | Business Continuity Plan | | |
| Approved with reference to: | QAA Quality Code | | |
| Current Version: | Feb 2021 | Date Approved: | Feb 2021 |
| Implementation from | Feb 2021 | Next Review Date: | September 2025 |
| Responsible Committee: | Senior Management Team | Approving Body: | Audit and Risk Committee |
| <i>Changes Made:</i> | | | |



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