

Disaster Recovery Plan

Aims

- Ensure that the ACDAP provides planning, processes, training and continuous improvement to manage operational incidents. Provide a framework of management and decision making at a time of immense pressure that will result in an agreed recovery program that has minimised the impact of the event.
- Formalise critical corporate service priorities and minimum service levels during times of disruption, and prepare services to manage the consequences of disruptive events.
- Ensure that critical processes and resources are recovered in the event of major disruption before their non-performance threatens the long term survival of part, or all, of the Institute.
- Identify and mitigate business continuity risk. Enhance service performance and delivery by understanding dependencies and associated risks, including supply chain resilience. Comply with good practice to minimize the exposure of the organisation to claims.
- Support the successful delivery of the ACDAP Corporate Strategy
- Promote and maintain the reputation of the ACDAP.

Key Targets

In the event of a significant disruption we aim to:

- Identify and reallocate alternative space within 48 hours of loss
- The Incident Response Team (IRT) will be on site within 1 hour
- The Incident Management Team (IMT) will be assembled on site within 1.5 hours of escalation or declared a serious or critical incident by the Director Operations.
- Aim to disseminate information/instructions to learners and staff within a reasonable time of an incident affecting the site
- Web site and email available within few hours
- That staff and management are directed to access regular up to date information on the web site and social media following an incident
- Staff will be contacted regarding alternative working space within 2 days
- The requirement for alternative office space will vary due to the nature and scale of the incident together with the priority and nature of the work to be carried out (e.g. front/back office). For services considered high priority/essential we will aim to make office space available within 7 days - 14 days dependant on power and data provisions
- The priority for space will be judged primarily on health and safety grounds followed by business impact and the alternative options available.
- Availability/alternative working space and alternative timetabling
- Ensure safe working environment for all staff and stakeholder.

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Scope

The plan focuses on the development of arrangements to respond to disruptions, using a risk based approach. The programme covers all services across ACDAP.

Equality Analysis

ACDAP is strongly committed to equality of opportunity and the promotion of diversity for the benefit of all staff and other stakeholder. ACDAP's approach is to promote equality across the full range of its activities, in employment and learning and as a partner working with and within local, national and international partners. Equality Analysis is a process which examines how the impact of the policy has been considered on the diverse characteristics and needs of everyone it affects. This policy has been reviewed and no negative impact on equality has been identified.

Health & Safety Implications

The health and safety of incident responders is of vital importance. ACDAP will ensure that any incident is managed closely to ensure full compliance with license conditions and the health, safety and wellbeing of staff and stakeholders. Post incident support will be made available to support wellbeing as appropriate. The Health and Safety department play an important role in providing information and advice in support of the management of incidents and in liaising with emergency services.

Policy

This Policy Statement sets out the principles and core responsibilities for Business Continuity Planning (BCP) in ACDAP.

Strategic

- Business Continuity addresses risks and issues which may jeopardise the quality of the ACDAP provision and its reputation, its financial provision and legal position (including environmental impact)
- The BCPs will aim to protect key and mission critical activities and enable ACDAP to continue to operate following a major disruption to activity at a predetermined level of operation
- It is intended to resume normal business practice whenever possible, unless this is overridden specifically at Director Operation/CEO Level.

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- The Director Operations, or designate, will decide when a situation presenting a possible reputation risk should be deemed an emergency and is responsible for managing the situation
- A key principle of continual improvement through the implementation of the 4 elements of the Business Continuity Life Cycle. The level of Business Continuity Management Planning maturity sought by the ACDAP will be risk based and the development monitored through an appropriate reporting mechanism.

Process

- A formal Business Impact Analysis will be undertaken to identify and determine the requirements of ACDAP
- The process will be reviewed annually as a whole and individual plans as required following the occurrence of an incident that affected normal operations or identified areas not previously considered
- The process will be tested against an exercise programme and the reports will be compiled.
- In respect of physical emergencies, appropriate members of the Incident Response team shall be called in by the Security Manager (On Call) where a situation develops which cannot be managed through normal business practices
- The duty manager will alert the Acting Silver Commander who, where required will convene the Incident Management Team (IMT). Alternatively the IMT may be convened at the request of the Director Operation on the advice of key officers following existing management escalation processes. Advice may also be sought from outside agencies, for example, the emergency services.
- The essential test shall be that it is the view that normal operational arrangements are incapable of being augmented or re-prioritised to prevent an escalating risk becoming an incident or major business interruption without exceptional action being taken, usually involving the provision of significant additional resources.
- The membership of the IMT shall be decided in the light of the particular circumstances. All senior officers of ACDAP or their designated deputies shall be approached as required to serve on the IMT.
- All internal and external communications during an incident shall be the responsibility of a core team of professional staff including the Director Operations, Manager of Marketing, Human Resources and appropriate designated staff.
- The Apprenticeship / Business Continuity Plan(s) will address both general management aspects of the continuity process as well as those for specific IT and voice/data communications elements, and record which are the responsibility of the IT Manager.

People

- All responsible staff will be aware of their responsibilities and trained appropriately

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- Staff will discharge their normal responsibilities in response to events although they may be required to re-prioritise or fill in for absent employees if necessary.
- Identified Business Continuity Staff are to assist in the completion of a Business Impact Analysis and Business Continuity Plans. They must manage, accept or plan for identified risks in their areas of responsibility including carrying out the annual review and update. They are expected to encourage the active participation of staff in business continuity issues including advice on, and participation in appropriate tests.
- ACDAP is responsible for the update and circulation of contact details for all key officers and their designates who can be considered likely to be required to serve on the Incident Management team, and to circulate this information periodically to the same group of individuals.

General Information

- A key distinction is made between 'physical emergencies', such as fires, cases of a communicable disease and death where a particular event or events require a response to be made following other than normal business practice, and situations which occur which have the potential to damage the ACDAP's brand and reputation.
- The Director Operations (through the Business Continuity Manager) is responsible for the overall development of the ACDAP's Business Continuity Plan(s) process, including the Incident Management Plan, and for testing of threat specific and consequence management plans.

Procedures

Business Impact Analysis

This will be carried out by ACDAP to identify the following:

- The critical processes carried out in each location of ACDAP
- The critical events associated with the processes
- The critical technology (applications and software)
- The critical databases
- Vital paper records
- External dependencies (external suppliers and contacts)
- Specialist equipment
- Internal dependencies
- Associated business risks

Results analysed to identify

- Focus of business continuity plans
- Any single points of failure

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- Unique business continuity issues that apply to a specific area/activity
- Investment required to protect this
- Level of risk being accepted

ACDAP Incident Management Plan

ACDAP Incident Management Plan (IMP) will comprise of a suite of documents developed to manage the continuity of critical processes.

The preparation review and update of the key high level plans (shown below) is managed centrally and is the responsibility of Director Operation and appointed team who provide the direction, outline, planning, training, testing and reporting of the BCM.

ACDAP Incident Management Plan is supported by a suite of threat specific and consequence management plans, in addition to building specific (hazard) plans and service BCPs, as set out in the BCMS Programme overview.

The responsibility for preparation, review and update of these plans rests with the plan owners. These documents will be stored in a number of places and in a variety of methods to ensure they are accessible in the time of need

- Electronically on IT Services managed servers
- Electronically and in hard copy format by each department

Business Recovery

ACDAP will have sufficient information under the umbrella of its BCM plans to execute an efficient recovery after an incident to minimize the overall impact of any event. An incident which has affected its physical resources will provide ACDAP with options regarding its reinstatement. A full review of the impact of the loss will be undertaken with an evaluation of the business recovery program before decision is made to proceed with major reinstatement works.

The resources to manage this stage of the process will be drawn from those managers who may have been initially involved in the Incident Management Team and the management of business continuity. These staff will move to business recovery planning and implementation at the appropriate time to progress an efficient return to the agreed full service.

The standard allows for a full evaluation with detailed planning focused on the specific issues to be undertaken to ensure an appropriate recovery strategy.

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Implementation / Communication Plan

To be communicated via local induction and via the Mandatory Introduction to Business Continuity Training targeted at senior managers and Directors. The organisational resilience campaign will also promote the principles, procedures and governance.

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- Activities and processes shall be subject to regular risk analysis and business impact analysis.
- Risk analysis shall consider both internal and external factors.
- Action will be taken to eliminate or reduce risk wherever possible. Where residual risk remains at unacceptable levels, work shall be carried to introduce effective coping strategies.
- Organizational wide resilience and the ability to recover shall be developed through appropriate and wide-ranging strategies. Such strategies shall consider all resources including people, key services, information, IT/IS and communications
- Appropriate crisis management strategies and practices shall be developed and documented within Apprenticeship/ Business Continuity Plan.
- The Apprenticeship/ Business Continuity Plan shall be communicated and employees trained in its use.
- Scheduled critical process reviews will be conducted to promote continuous improvement in line with Apprenticeship/ Business continuity management best practice.

Alternate Arrangements for Communication, Transport, Site Operations, Backup of Critical System & Data and Emergency Contacts

Alternative communication channels	In case, the fixed/landline telephone / fax is not working because of any disaster, ACDAP have dedicated cellular phone for general use, which will be used as alternate method of communication. We have fully functional three delivery locations across London and one in Birmingham with modern infrastructure and facilities. These locations can be used as alternate way of communication. Other channels include Email, Whatsapp, Skype and Social Media will also be used as alternative means of the communication to inform all the stakeholder.
Alternative modes of transport	We are registered on the TfL Scheme and get regular newsletter and bulletins to stay upto-date with the status of public transport. We check regularly the TfL website and social media pages informing the

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	<p>transport status like good service, reduced service, part suspended etc.</p> <p>We use digital media to get ourselves updated for the transport news.</p> <p>Information received from the above channels is communicated to all stakeholders via phone, Email, Whatsapp, Skype and Social Media.</p>
Alternative site of operations	<p>We have fully functional three delivery locations across London and one in Birmingham with modern infrastructure and facilities. If there is any disaster/emergency at one of the locations - the other locations are available as alternative site for continuity of the operations.</p>
Back-up of business-critical systems	<p>We have sufficient backup of all the equipment / accessories including servers, computers, printers, screens, projectors, keyboards, mouse etc.</p> <p>Our ICT staff is always available to face any untoward situation related to hardware and software. We also provide basic ICT training to our Admin staff to deal with the minor ICT issues.</p>
Back-up and restore of data	<p>ACDAP have primary servers which are live 24x7, in case the primary servers are down then secondary servers go live within milliseconds without any delay/down time.</p> <p>The servers are installed at different locations, so if one location has emergency/disaster other servers will substitute, so the continuity of operations is not compromised.</p> <p>For the purpose of data backup / storage we use NAS drives, external drivers and cloud storage. For restoration, we use window server/ Acronis application. Back up restoration system is smooth and error free.</p> <p>Alternate internet connections are available if any disconnection occurs.</p> <p>Processes and procedures of data protection are in place as per the guidelines of the GDPR.</p>
Emergency contacts in the event of a significant incident	<ul style="list-style-type: none"> • Salman Khan: +44 20 8992 4506 & +44 7951 488615 • Kamran Khan: +44 20 8992 4506 & +44 7525 267 935 • Umar Riaz: +44 20 8992 4506

Review of the Plan

A comprehensive review of risk is taken at least annually by the Senior Management Team. These revised plans must be submitted to the Management Committee for incorporation within the ACDAP's Apprenticeship/ Business Continuity Plan.

The different response elements of the plan should be tested.

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Training

All staff is made aware of their roles and responsibilities as part of their induction, supervision, and performance review. Their responsibilities include awareness of key policies and procedures. Staff must take personal responsibility to ensure they are familiar with the content of the Plan so they know who to contact in case of an incident and how they can contribute to the plan's implementation.

Coordinated Responses

The Plan should not be implemented in isolation, but where possible, should be used in conjunction with the Business Continuity and Emergency Plans of the host local authority and emergency services in which it operates.

Risk Assessment and Response

The following table identifies some of the main risks, their likely level of impact on operations and the planned responses to address these risks.

Risk Area	Details	Risk Level	Action / Response
Fire	Caused by carelessness, accident, terrorism, etc.	Low	Salman Khan has overall responsibility in respect of health and safety risks In accordance with the Fire Precautions (Places of Work) Regulations 1997, Emergency Planning Procedures are in place
Loss of data	Caused by technical fault, human error or sabotage	Medium	All electronic files are backed up every night and weekly copies kept out of the office Key paper documents should be scanned

Recording Incidents

Details of major incidents and action taken will be recorded. These notes may be referred to if there is any further investigation and it will also inform future Apprenticeship/ Business continuity planning.

Please note that a signed copy of the Policy is available at ACDAP Head Office Located at 1 Concord Business Centre, Concord Road, London, W3 0TJ.

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