



**Fèisean nan Gàidheal**  
**Risk Management and Policies**

**Date: 15 June 2010.**

**Policy: Business Recovery and Continuity Plan for Main Office (Meall House)**

**This policy forms part of: Risk Management Policy, Health & Safety Policy**

**Related Policies:** Manual Handling, Stress Management, Risk Management, Lone Workers, Staff Handbook

**Purpose of Policy:** To enable the continuation of business operations normally carried out at Meall House, Portree (Head Office), in the event of damage to premises or other related occurrence.

**Summary of Policy:** Responsibilities and measures to ensure continuation of the organisation's activities.

**Policy drafted by:** Iona MacDonald, Training & Policy Officer

**Submitted to Executive Group (date):** 01 February 2010.

**Approved by Board (date):** 18 February 2010.

**This policy should be reviewed by (date):** February 2011.

**Catriona MacIntyre – 18 February 2010.**

# **Fèisean nan Gàidheal**

## **Business Recovery and Continuity Plan for Main Office**

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## **1 Main Office Recovery Team**

### **1.1 Unit Recovery Objectives**

As the head office of Fèisean nan Gàidheal, the bulk of the organisation's administrative and strategic workload is carried out at Meall House, which is rented from HIE.

All payroll and personnel information, financial information and business information is held at this address, including archives. It is also the store for the Fèisean nan Gàidheal instrument bank. The main objectives of the recovery team would be:

- to ensure that sensitive data was not compromised;
- that sufficient archival data was available elsewhere to meet legal and likely business needs in the event of loss of electronic and/or manual files;
- that members' events were not put at unnecessary risk through loss of information, instruments or other artefacts due to damage to the building, contents, or other unforeseen business interruption;
- that main office operations could resume with the minimum of interruption.

### **1.2 Unit Recovery Responsibilities**

It is the responsibility of the Unit Recovery Team to ensure that the organisation is able to meet its contractual and business obligations in the event of a serious business interruption, such as fire, flood, other damage or criminal interference. Line managers must ensure that electronic back-ups of computer files are regularly made and kept outwith Meall House. Each member of staff is issued with an external hard disk on which to backup files, and back-ups should be made at least weekly, or after every significant data process (e.g. Payroll, financial statements, contractual agreements, policy changes and other legal updates). Important paper documents and magnetic/electronic data copies should be kept in the locked fire-proof safe. A spare key for this safe should be kept outwith Meall House.

Current location: Arthur Cormack, Burnbrae, Staffin Road, Portree. 01478 613664

### **1.3 Essential Operations to be recovered**

Operations carried out at Meall House include payroll, personnel, finance, training & policy, administration, instrument bank.

### **1.4 Recovery Team members and their contact details**

Chief Executive Officer – Arthur Cormack: 01478 613664

Executive Manager – Anne Willoughby: 01470 542282

Business Officer – Moreen Pringle: 01478 613148

Training & Policy Officer – Iona MacDonald: 01478 611198

Child Protection Collator – Sandy Gray: 07717 081762

## **2 Main Office Recovery Team Task List**

### **2.1 Receive notification of a disaster**

The current nominated keyholder for Meall House is Arthur Cormack, Chief Executive Officer, and notification of an emergency will normally be to him.

### **2.2 Call out team**

Following the CEO's assessment of the situation, the team will be notified of the emergency, and called to the site as necessary. In the event of fire, etc, advice will be given by the fire brigade/police on when additional personnel may be called to the site. Personnel should not enter the building until it is safe to do so.

### **2.3 Brief Team**

The team should be given specific tasks in relation to their recovery duties, which will be prioritised by the senior management.

A suggested list would be:

Arthur Cormack: Team leader/Emergency services liaison & Insurance  
Anne Willoughby: Document & equip retrieval/Recovery Centre setup  
Moreen Pringle: Instrument retrieval/Assist document & equip retrieval  
Iona MacDonald: Training and Policy/Assist as above/Welfare  
Sandy Gray: Child Protection/Assist document retrieval

## 2.4 Logs

A log of all tasks allocated and completed should be kept by the team leader or by a member of staff to whom the task has been delegated, e.g.:

Inform insurance company;  
Notify water board, telephone, electricity and arrange for temporary services as required;  
Notify bank;  
Notify Post Office, give new temporary address for mail;  
Arrange for transportation of recovered goods to recovery centre (or other site);  
Arrange security for building;  
Organise recovery centre for receipt of materials;  
Organise checking of documents and equipment on receipt;  
List missing/damaged documents and equipment (check against inventory);  
Ensure welfare of recovery workers at Meall House and Recovery Centre.

## 2.5 Advise Main Office Staff

Any members of staff not included in the recovery team call-out should be notified of the emergency and may be asked to attend to assist with salvage, or to attend the Recovery Centre (if Meall House is too severely damaged to protect contents) to receive salvaged equipment and documents.

## 2.6 Salvage

Documents and equipment which are salvageable should be removed to a specific pick-up point designated by the Team Leader, for collection and transport to the Recovery Centre.

## 2.7 Moving to the Recovery Centre

Transport should be arranged between Meall House and the chosen Recovery Centre. This may be, for example, a private car and trailer; a pick-up lorry; or hired or loaned van, as available at the time.

## 2.8 At the recovery centre

Members of staff should be designated to attend the Recovery Centre and prepare to receive salvaged goods and documents. A team leader should be appointed to direct the receipt of goods, and to document their receipt and condition on arrival. It is important to recognise the sensitive and confidential nature of some documents, e.g. personnel; finance; etc, and to ensure that their confidentiality is not compromised.

The Recovery Centre will also act as a centre for co-ordination of Business Continuation Measures, such as locating alternative office premises; arranging for telephone and IT services; mail redirection; etc, as well as providing a fixed point of contact for members of staff, member Fèisean, insurance companies and other agencies.

## 2.9 Commence recovery

Information should be relayed to staff and members as regards temporary working conditions, telephone numbers, etc. Some staff may be requested to work from home, with regular communication with the recovery centre.

## 2.10 Determine lost data/working papers

Provided that IT policy has been followed, the amount of data lost will be minimal. Staff are requested to regularly back-up all computer data on to portable drives which are kept elsewhere than at the office, e.g. at home. Many archive files are stored in other buildings, as is book stock. Paper files may be salvageable, and a register of files lost should be compiled. The contents of these files, if vital to the operation of the organisation, may be held as copies by other organisations, e.g. Scottish Arts Council, HIE, HIRC, etc, and it may be possible to retrieve them from these organisations, or at other offices of Fèisean nan Gàidheal itself.

### 2.11 Working reference material

Working reference material which has been lost may also be available from other sources.

### 2.12 Other specific recovery tasks which are necessary for the business unit to restart work

Notices should be made in the press/on radio as to the temporary measures in place to resume work – address, telephone numbers, etc. In addition to the usual work of the organisation, it may be necessary to designate specific members of staff to deal with additional duties, such as liaison with police/investigators, insurance, finding new permanent premises, replacement of lost equipment, etc, as necessary. Notify members via main contact number held, and post information bulletin on website. Pelican (Heckie Cormack): 01478 612558. Sitekit: 01478 613300.

### 2.13 Check recovery progress

Regular meetings should be held to check recovery progress, chaired by the team leader, and new tasks allocated as required.

### 2.14 Reporting

A report should be compiled following each meeting in order to keep a record of progress and completion and allocation of tasks.

### 2.15 Report logged information

See 2.14 above.

### 2.16 Return to normal operations

The unit should endeavour to return to normal operations as quickly as possible, whether in temporary accommodation during necessary repairs, or in new permanent accommodation.

## **3 Supporting Information**

### 3.1 Emergency Response team members

The Emergency Response team members will be:  
Chief Executive Officer (Keyholder)  
Executive Manager

### 3.2 Incident Control Room

An Incident Control Room will be set up to deal with the immediate emergency. Suggested premises are:

Skye Gathering Hall: 01478 611114 or contact Lisa Hawthorne 01470 582410  
Togamaid Church of Scotland Hall: Contact Rev Sandor Fazakas, 01478 611868

### 3.3 Staff Numbers

Arthur Cormack 01478 613664  
Anne Willoughby 01470 542282  
Iona MacDonald 01478 611198  
Moreen Pringle 01478 613148  
Sandy Gray 01478 613252

### 3.4 Welfare Adviser

Incident Welfare Adviser – Iona MacDonald.

### 3.5 Premises Manager

Premises Manager – Anne Willoughby.

### 3.6 Recovery Centre

The suggested Recovery Centre will be Skye Gathering Hall. Alternative sites may be those sites listed under Incident Room, or Portree Community Centre, Old Swimming Pool, Portacabin hire (hard standing & electricity connection required). Other domestic accommodation, e.g. holiday lets, may be investigated. Most staff will be in a position where they can work from home/telecommute, but a fixed centre for contact will be required for many official purposes.

### 3.7 Other Internal Site Contacts

All internal site contacts are listed under "staff".

### 3.8 External Contacts:

#### Emergency:

Police: Portree: 01478 612888, HQ: 01463 715555  
H & I Fire and Rescue HQ: 01463 227000

#### Utilities:

Scottish Hydro-Electric: 0800 300999  
Scottish Water: 0845 600 8855

#### Hospitals:

Portree Hospital: 01478 613200  
Portree Medical Practice: 01478 612013  
MacKinnon Memorial Hospital: 01471 822491  
Raigmore Hospital: 01463 704000

#### Council:

Highland Council: 01463 702000  
Skye & Lochalsh Office: 01478 612341

#### Insurance:

Giles & Co: 01463 236276

#### Bank:

Clydesdale Bank: 01478 612367 (Direct)

#### Owners:

per HIE: 01463 234171/01478 612841  
Rydens Property Managers:  
Graham and Sibbald (rent): 01463 236977

#### Relocatable Office Hire (Portacabins):

Aberdeen Hire Centre: 01224 379417  
Elliott Hire: 0808 108 3333 (Dyce)

#### Misc:

Van Hire/additional storage:  
Jansvans: 01478 612087  
Industrial Cleaning:  
Vacman Industrial Cleaning: 0800 783 6103

#### Builders:

Jamie Shaw: 07760 484474  
MacDonald Bros: 01478 612661/611611  
UBC: 01878 700401  
MacFarlane's: 01478 613613