



Procedure 9.6 Business Continuity Plan					
Prepared by	Nicola MOLONY	Reviewed by	Canan E. Celik Ercan Erkus	Approved by	Canan E. Celik
Review No	1	Next Review Date	Mar 2023	Approved on	01/04/2021

Introduction

The Academy aims to protect the well-being of students by providing a safe environment for them on the Academy premises and off-site during excursions. This plan aims to outline the Academy's response to a critical incident and to ensure that business critical functions are reinstated as soon as possible following an emergency. This plan will therefore incorporate:

- Critical Incident Plan
- Disaster Recovery Plan

1. Critical Incident plan

Definition of critical incident

The Academy recognises a critical incident as a disruptive incident or sequence of events that leave the Academy and its staff or partners unable to resolve with normal coping mechanism.

Critical incidents may involve students of all ages, the Academy and the community. They may occur at the Academy or off-site.

Examples of a critical incident

- The death of a student or member of the Academy community through crime, accident or illness
- A serious injury to any member of the Academy community
- Serious damage to the Academy through fire, flooding or vandalism
- The disappearance of a member of staff or student
- A deliberate act of violence, such as the use of a knife or firearm
- A physical attack on a member of staff or student
- Building collapse
- Public Health threats (e.g. meningitis)
- Adverse weather conditions
- A transport-related accident

- Civil disturbances and terrorism
- A transport-related accident involving students and/or members of staff.
- Death or injuries on Academy journeys or excursions.
- Civil disturbances and terrorism.
- A more widespread disaster in the community.

For fire plan and strategy incidents please read Policy 9.3

Aim

The aim is to ensure that key staff and management are able to respond quickly and effectively to ensure the situation is under control and minimise any adverse effects in the event of a critical incident occurring.

A critical incident may occur at any time and cause significant loss with prolonged interruption to the business of the Academy. 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 and sites within the Academy site in the event of a critical 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 Critical Incident Plan must be made by a member of the Critical Incident Team (CIT). The plan sets out guidelines to enable Academy staff to respond quickly and cope effectively with an emergency situation. The Critical Incident Plan may be implemented either in whole or in part depending upon the severity of the incident. The plan aims to:

- Create awareness of the need for planned arrangements.
- Provide a management framework for responding to a critical incident.
- Establish a Critical Incident Management Team that manages strategies and allocates resources to ensure a critical incident has minimal impact on the operation of the Academy.
- To co-ordinate the full reinstatement of Academy 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.

Scope of the Plan

The plan will be invoked when:

- Access to the Academy building, in part or total, is denied due to an incident.

- The Academy's business systems are interrupted.
- A health and safety incident affects staff, students and/or the local community and/or environment.

Although not exhaustive this may include:

The Plan may be invoked when an incident is likely to, or will, affect the business operations of the Academy. Members of the Critical 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 Academy's personnel or business operations.

Scale of Response

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.
- Members of the Critical Incident Team (CIT) will be placed on amber alert in preparation should the incident escalate.

Level 2 – Red Status

- Business interruption affecting the operation of the Academy. An incident of this nature will invoke immediate activation of the Critical Incident Plan by a member of the CIT.
- The remaining members of the Critical Incident Team will be placed on red alert, and the Chair of Governors informed.

Notification of an incident

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

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

Out of Hours

Members of the CIT called to site in response to an incident will carry out an initial assessment investigation if necessary. If it is considered, from the initial assessment, that the incident may affect the Academy's operation, the information received will be reviewed and escalated if necessary.

Critical Incident Team (CIT)

The Critical incident management team may co-opt other members to assist them as required including partner agencies. The CEO will act as Team Leader, or in her absence, the Critical Incident Member 1. The team will deal with operations and have an internal focus.

CIT Role	Role	Name
Critical Incident Team Leader	CEO / Safeguarding Officer / Fire Marshall / First Aider / MHFA	Canan E. Celik
Critical Incident Team Member 1	Finance Manager / Fire Marshall / First Aider	Murat Ozbek
Critical Incident Team Member 2	Safeguarding & Welfare Officer / Receptionist / Fire Marshall / First Aider	Eglina Bubliauskaite
Critical Incident Team Member 3	Safeguarding Officer / Head of Admissions / Fire Marshall / First Aider	Birgul Rose Aslan
Critical Incident Team Member 4	Academic Head / Fire Marshall / First Aider	Ercan Erkus Lead Safeguarding Officer
Critical Incident Team Member 5	Academic Quality Coordinator / Prevent Lead / Fire Marshall / First Aider	Selin Doyan

Key responsibilities of CIT

Life preservation

- Identify all staff and students involved.
- Monitor progress of recovery.
- Effective & timely communications.

Communications

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

Learning Resources

- Identify areas affected.
- Identify alternative resources within the Academy.
- Identify resources outside the Academy.

Teaching

- Identify areas affected.
- Identify alternative teaching space within/outside the Academy.
- Reschedule teaching to alternative locations.

Operations

- Identify areas affected.
- Identify alternative space within/outside the Academy.
- Establish alternative space and relocate staff and equipment.
- Maintain core operating systems (HR, Finance, IT etc.).

Recovery

- Liaison with the Academy's insurers and loss adjusters.
- Appoint independent loss adjuster to act on behalf of the Academy.
- Plan specialist recovery/repair works.
- Plan re-establishment of normal operations.
- Plan re-establishment of IT & communications systems.
- Conservation and prevention of future damage.

*Documentation for Critical Incidents can be found at **Appendix 2**.*

2. Disaster Recovery Plan

Rationale for the Disaster Recovery Plan

The plan aims to minimise damage and disruption from disasters through implementing a carefully prepared Disaster Recovery Plan (DRP).

This Plan outlines the way in which the Academy will respond to disasters affecting not only the premises, but also those resulting in injury to staff, students and visitors. The Plan provides the framework for the following process;

- Implementing immediate action to ensure safety of students, staff, and visitors, including evacuation, and treatment of casualties, liaison with emergency services, notification to families of injured individuals, and the protection of assets.
- Establishing temporary arrangements to ensure that Academy activities are recommenced as soon as possible. This will necessitate; finding safe, secure teaching environments; minimising inconvenience; enabling finance and administrative procedures to be resumed.
- Undertaking the planning and management of actions required to establish the mid to long-term return to normal operations.

Management of the Plan

The CEO has overall responsibility of all matters pertaining to the Academy including Disaster Recovery implementation. The operational responsibility has been delegated to the Critical Incident Team.

They will have operational responsibility for ensuring that all necessary actions are taken to:

- Secure the immediate safety of individuals.
- Protect the Academy site, buildings and contents.
- Arrange as soon as possible, temporary facilities to enable operations to recommence.
- Co-ordinate mid to long-term plans to re-establish normal operations existing prior to the disaster.

In the event of a disaster the CIT will be responsible for assessing the scale of the disaster and deciding whether or not to implement the full recovery procedures and involve the entire ERT. Those within the CIT have been given specific responsibilities. In the event of non-availability those duties will be transferred to another member of the team, or additional members will be drafted in temporarily. Duties of the CIT are listed below:

Critical Incident Team Leader: CEO

- Assess the size of the disaster, activate the CIT and inform them accordingly utilising the Emergency Contact List
- Schedule team meetings as appropriate
- Activate a Critical Incident Room
- Endeavour to handle all aspects of the disaster effectively and efficiently
- Keep Chair of Board of Governance up to date with situation
- Ascertain the extent of damage
- Source and oversee installation of above requirements, with reference to team members regarding insurance and recovery financing

Deputy Critical Incident Team Member 1: Finance Manager

- Assist the CIT Leader as required
- Deputise for CIT Leader as required

- Identify requirements for essential computer functions to be operative as soon as possible
- Identify what actions required to restore the IT systems to pre-disaster operating levels
- Inform funding bodies of nature and scale of disaster.
- Request assistance from these bodies as required.
- Liaise with Loss Adjuster (LA)
- Make claims as advised by LA
- Produce cash flow of requirements for immediate operation and arrange interim payments programme with LA
- Devise and monitor payment process to facilitate recovery
- Inform insurance broker of disaster (as required)

Critical Incident Team Member 2: Welfare Officer: Eglina

- Compile and issue all communications to the media
- Endeavour to answer all requests from the media
- Inform all staff that they should not speak directly to the media
- Compile and issue all communications to staff
- Receive and answer all queries from staff, on advice from the CEO
- Provision of keys and access to the relevant building/site
- Identify areas of the Academy which need to be made safe
- Give advice on correct safety procedures as appropriate

Critical Incident Team Member 3: Safeguarding Officer: Rose

- Compile and issue all communications to students and parents as agreed by team
- Put in place systems to affect this communication both to and from students
- Plan and oversee the salvage of Academy property and equipment
- Identify immediate and longer-term building requirements
- Place orders and oversee delivery
- Ensure that the site is secure (utilising Police if appropriate)

Critical Incident Team Member 4 & 5: Academic Head & Academic Quality Coordinator Ercan & Selin

- Ascertain the damage to coursework and any loss of examination data
- Identifying suitable assessment accommodation if required
- Identify requirements for immediate and long-term curriculum delivery
- Ascertain damage to student records, both paper and computer based
- Liaise with CIT leader and Member 1 to develop strategy to replace damaged records
- Identify teaching requirements and curriculum fulfilment within their area
- Identify staffing levels and timetable back-ups
- Assist, as required or directed, other key stakeholders to fulfil any duties listed above.

Actions to be taken to recover from a disaster

From the first notification of the incident, there will be the need for urgent information;

- What has happened, and how serious is it
- Have there been any casualties
- What facilities have been affected, and is their loss short, medium or long term

- What access is there to the premises and when will this be possible

The CIT Leader, who should be the first to be informed of the disaster, will gather this information. Having obtained this they will then;

- Contact the emergency services if not already actioned
- Contact the CIT, as appropriate
- Decide where the CIT will meet, and when
- Issue any immediate instructions as necessary to protect all individuals

The CIT will meet to discuss the situation and decide on actions required over the first couple of days. These actions will then be delegated to the relevant team member in line with their delegated responsibilities. The areas for consideration include:

- Requirement for staff offices in the event of a disaster
- Colleges / Schools and other organisations within a reasonable distance that may be able to assist with facilities:
 - Very limited capacity. Any commercial facilities available would possibly take a long time to be ready for occupation for teaching due to the nature of the curriculum. Teaching space would possibly be available after normal school hours.
- Timescale by which alternative facilities would be needed: Aim to get full lessons started again within at least 2 working weeks.
- Details of critical information storage and data back up: The Academy runs one integrated network serving curriculum and admin users.
- Issues with planners with regard repair and replacement of buildings. We would anticipate no difficulties arising in respect of rebuilding, although plans would need to be submitted at an early stage to avoid any delay.
- During the initial period there is likely to be considerable activity, and therefore the CIT will need to communicate on a frequent basis. Within a few days the mid to long term strategy should be identified. After this time, the times and nature of meetings should be formalised.

Maintenance of Appropriate Insurance and Cash Reserves

The Academy ensures that it has access to adequate Insurance and cash reserves to support business continuity in the event of unforeseen circumstances

Specific Action Plans

Here plans providing detailed actions for likely events can be found. The information contained here is not exhaustive; any actions outside of the plans should be recorded and fed back during any debrief period or testing of the plan.

Gas failure (leak or loss)

- If a leak is suspected (smell), report immediately to the Reception Desk.

- Assess the severity of the leak. Is it necessary to evacuate all or part of the Academy? If not, call the National Grid Network emergency number (0800 111 999) to report a minor leak. It is necessary, call the Grid to relay this information, then contact the CIT and evacuate the building.
- If a fire breaks out, follow the procedure in *9.3 Fire Plan and Safety*.
- For both minor and major leaks, open all windows in proximity of the leak.
- Make sure there is very strict non-smoking policy and personnel keep away from the building if evacuating.
- The CIT to isolate the gas supply if possible and safe to do so.
- If evacuating do not re-enter the building until given clearance by the National Grid Engineer.
- CIT to initiate re-commission of the gas through grid (0800 111 999).
- CIT to notify student and staff when building ready to re-open.
- Media channels updated if needed.
- Return to normal Academy routine and post incident de-brief.

Power Failure

- Reported to CIT Leader & Member 1.
- Establish extent of failure.
- If localised:
 - CIT Member 1 to deploy authorised Person to investigate fault.
 - Academy to remain open (if appropriate) but movement to be restricted in hours of darkness.
 - Disseminate information through Academy
- If Academy wide:
 - Contact Powergrid (0800 668877 or 0330 1230877) to determine: location of fault & duration of interruption
 - CIT notified
 - Potentially close Academy until power is restored.
 - CIT Member 1 to keep in touch with Powergrid and initiate Business Continuity Plan
 - Re-open Academy when power restored.
 - Check fire-alarm operational
 - Initiate Disaster Recovery Plan

Structural Failure

- Structural failure reported involving risk of endangerment to life
- CIT leader informed immediately.
- CIT informed if damage extensive.
- Determine the nature and extent of line of the damage and identify casualties.
- If there are casualties:
 - Activate all First Aiders to respond (see *Procedure 9.5 First Aid and Accident Reporting*) and emergency services if necessary.
 - CIT to issue statement to media / parents for minors, and speak to next of kin of injured.
- If there are no casualties:
 - CIT to assume control of incident.
 - Source alternative teaching accommodation if possible or suspend learning.
- Evacuate affected areas.
- Isolate affected areas and recruit services or structural engineer as required.
- Activate Disaster Recovery Plan as necessary
- Return to normal Academy routine when safe

Road Traffic Incident

- Incident reported to reception (020 7515 9695) by member of staff at the scene of accident
- Staff on scene reminded NOT to make any press statements or any admission of liability
- Reception / Staff member to take details of incident and a contact number. Details to include:
 - Location
 - Academy Vehicles involved
 - Staff/student involved
 - Staff/student injuries/fatalities
 - Emergency Services called
 - If Emergency Services already on scene, details of hospital etc....
- CIT notified Leader and at least two members of CIT called out (depending on severity of situation)
- CIT to confirm travel plan and risk assessment details to compare passenger lists etc.
- CIT to collate family contact details for injured/dead
- CIT to arrange family liaison with Academy
- CIT to arrange for recovery of Academy vehicles when released by police
- CIT to prepare statement to Board & Business Continuity Plan initiated as necessary
- CEO to address Academy on first day after incident. Arrangements made via HR for bereavement counselling and treatment of Post Traumatic Stress Disorder (PTSD)

Death of a Person on Academy Premises

- Body found or fatal accident occurs
- Carry out First Aid procedures for resuscitation where possible
- Call 999. Notify Police and in case of accident, ask for ambulance.
- Notify CIT immediately. Student Services / HR to prepare contact details for students /staff
- CIT to create a cordon and clear vicinity of the incident
- CCTV to be view if applicable
- Police will have to establish the following details to comply with the Coroner's and Justice Act 2009:
 - Identify deceased
 - Where/When/how the death has occurred
 - Details for registration of death
 - Removal of the body
 - Notification of next of kin
- CIT to arrange for isolation of witnesses – comfortable room with access to toilets etc
- CEO to address Academy on first Academy day after the incident
- Arrangements made with HR for bereavement counselling and treatment of PTSD where necessary
- CIT to arrange area clean through industrial Deep Clean (CICS 08001114993). This is a specialised task and not be carried out by cleaning staff.
- Any damage caused by incident to be repaired immediately.
- CIT produced press statement.
- Business Continuity Plan initiated as necessary.

Serious Health Related incident

- Warning of Health-Related Issue received
- If it is a local issue and the Academy has been identified as source:

- CIT notified immediately
- Academy closed as necessary and carry out disinfection regimes and deep cleaning to canteen
- Hygiene practices investigated
- If it is a local issue and the Academy has not been identified as source:
 - Notify CIT immediately
 - Place relevant establishment out of bounds and communicate to students / staff
 - Instigate hygiene regime
- If it is a regional/ national issue:
 - Notify CIT immediately
 - Carry out Health and Safety and Business Continuity risk assessments on Academy
 - Close Academy as directed by Health Authority
- Re-open Academy on clearance from relevant Health Authority
- Business Continuity Plan initiated as necessary

Industrial Action

- Notice of Industrial Action given
- CIT to assess levels of staffing affected
- Carry out Operational and H&S Risk Assessments covering the following as necessary:
 - First Aid Cover
 - Opening and Closing
 - Exams
 - Length of Industrial Action
 - Support Services Availability
 - Lecturer Cover / Student Supervision
 - Management Cover / Training
 - Number of Dept. affected
- Decide which of the following is more appropriate:
 - Total closure of the Academy
 - Partial closure of the Academy
 - Normal operation with management filling some functions
 - Normal Operation
- If total or part closure: Inform Staff / Students / Contractors / Suppliers
- If normal operational with management filling in, inform Staff / Students / Contractors / Suppliers etc. of contingency plan
- Re-schedule classes / work as necessary
- Business Continuity Plan initiated as necessary

Bomb or suspect package

- Threat identified
- If device **already** detonated, initiate *9.3 Fire Plan and Strategy* or Structural Damage Plan
- If device **not** detonated:
 - If suspect package or object found or identified:
 - call emergency services (999). **DO NOT TOUCH OR INVESTIGATE THE PACKAGE**
 - evacuate the building in an orderly manner according to time given. Direct personnel away from suspected site. **DO NOT ACTIVATE FIRE ALARM**

- If specific **bomb threat** by telephone call, letter or other means:
 - Notify CIT immediately: CIT to examine warning letter and check call records to try and authenticate the threat – **Gloves must be worn when handling the letter for forensic evidence**
 - Call emergency services (999) and pass on all details
 - If threat includes a time for explosion or the location is known, evacuate the building in an orderly manner according to time given. Direct personnel away from suspected site. **DO NOT ACTIVATE FIRE ALARM**
 - If the threat does not include a time for the explosion or a location, activate the fire alarm and evacuate the building
- Once all personnel are evacuated, move all personnel to the area of the site furthest from the threat and **MUST** be at least 500m AND out of line of site
- Under no circumstance should anyone be allowed to re-enter threat areas until cleared to do so by the emergency services
- Business Continuity Plan initiated as necessary
- Each area must be searched prior to re-occupation of building / rooms

For Fire and First Aid Procedures see policies below:

9.3 Fire Plan and Strategy

9.5 First Aid and Accident Reporting

Related Policies

9.1 Access Procedure

9.2 Maintenance Procedure

9.4 Health and Safety Policy under HASAWA

Appendix 1: Emergency Contact List

Key Staff

Canan E. Celik	CEO & Acting Principal, Safeguarding Officer	canan.ejder@docklandsacademy.co.uk
		Mobile: 074 5329 8343
Ercan Erkus	Academic Head & Designated Lead Safeguarding Officer	ercan.erkus@docklandsacademy.co.uk
		Mobile: 079 5632 8768
Nicola Molony	DOS, English School, Lecturer	nicola.m@docklandsacademy.co.uk
		Mobile: 075 9002 1071
Erhan Yurdakul	Head of Academic Administration / Lecturer	erhan.y@docklandsacademy.co.uk
		Mobile: 073 7553 2704
Selin Doyan	Academic Quality Coordinator, Prevent Lead	selin@docklandsacademy.co.uk
		Mobile: 079 5157 2581
Eglina	Welfare &	eglina.b@docklandsacademy.co.uk

Bubliauskaite	Safeguarding Officer & Receptionist	Mobile: 073 6768 7765
Paul Vincent	English Teacher	paul.v@docklandsacademy.co.uk
		Mobile: 074 9165 6774
Birgul Rose Aslan	Head of Admissions & Safeguarding Officer	birgul.rose@docklandsacademy.co.uk
		Mobile: 079 5112 9631
Onur Cokuludag	Lecturer	onur.c@docklandsacademy.co.uk
		Mobile: 073 8735 7878
Murat Ozbek	Finance Manager	murat.ozbek@docklandsacademy.co.uk
		Mobile: 074 5951 9669
Ayhan Koc	IT Support	ayhan@aksistem.pro
		Mobile: 074 2471 6098
Nurgul Koc	Administration Support	nurgul.koc@docklandsacademy.co.uk
		Mobile: 073 4075 0735

Part Time Staff

Bernardo De Vire	Academic Consultant	bernardo.devire@docklandsacademy.co.uk
		Mobile: 079 5632 8768
Mehmet Ozaksu	HE Lecturer	m.ozaksu@docklandsacademy.co.uk
		Mobile: 074 2368 0355
Aylin Ozaksu	Academic Administrator	a.ozaksu@docklandsacademy.co.uk
		Mobile: 075 0169 3752
Ismail Hakkı Gokgoz	He Lecturer	ismail.gokgoz@docklandsacademy.co.uk
		Mobile: 07376309316
Deniz Cokuludag	Lecturer / Culinary Arts Teacher	deniz.c@docklandsacademy.co.uk
		Mobile: 073 8883 7228

Appendix 2: Documentation

Critical Incident Form			
Date of Incident:			
Time of Incident:			
Description of Incident:			
Critical Incident Team members please sign:			
Role:			
Name:			
Signature:			
Date:			

Actions for Business Continuity Log Sheets

Critical Incident Declaration and Response	
Plan	Action
Critical Incident Team Leader notified and meet in an appropriate room (e.g. Board Room,	

Basement Room)	
Critical Incident declared - Plan becomes live	
Immediate contact of all Critical Incident Team members to convene in appropriate room	
Teams start pre-planned responses	

Life Preservation	
Plan	Action
Ensure communications with any necessary 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 Critical Incident site	
Ensure Critical 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 Critical Incident recovery form	

Communications	
Plan	Action
Determine information to students (content and delivery)	
Determine information to staff (content and delivery)	
Determine media communications and brief spokesperson	
Advise reception 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	

Teaching and Learning Resources	
Plan	Action
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	
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)	

Operations and Recovery	
Plan	Action
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	
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 Critical Incident Team and incorporated into an update of this document	

See Policy & Procedure Folder 9: *Facilities and Health and Safety for English Department Risk Assessment for Excursions template*