Summary of Business Continuity Plan
SHORT VERSION

2020/21

RC Administration Limited

This Business Continuity Plan (BCP) is an internal operational document that isconstantly monitored and updated to reflect our on-going business needs.

The person with overall responsibility for our BCP is David Nicklin.

This BCP was last tested on 31 January 2021. Copies of this BCP are held at the registered office.

Our off-site recovery location is 18 Soho Square, London. W1D 3QL. Our premiseswere last tested for fire safety on 19 June 2020.

Our emergency evacuation procedures were last tested on 19 June 2020

Our security system was last tested on 19 June 2020.

Potential Incidents:

It is useful to set out at the beginning of the BCP what all the potential risks to the businessare and in each case what the level of risk is. How the business approaches the rest of thisBCP will very much depend upon what the perceived level of risk is for each potential incident.

The following potential incidents could impact our business:

- **Fire**
- **Theft**
- **Flood damage**
- **Power cut / IT Failure / Loss of internet / Webdrive**
- **Loss of incoming/outgoing parcel / post**

Risk	Building Loss
Probability	low
Impact	High
Likely Scenario	Fire / Flooding
Functions Affected	Daily running of office, phones, emails. Scheduled courier services
Action	Contact emergency services immeadiately 999 Evacuate building immeadiately Contact courier companies immediately to arrange alternate pickup and delivery points.
Responsibilities	Senior staff member present to coordinate and escalate if required
Mitigation	
Constraints	The emergency services general emergency procedures override these instructions if there are any conflicts
Resources	email, phone

Risk	Courier Parcel Missing
Probability	medium
Impact	varies – can be high
Likely Scenario	incoming or outgoing parcel reported overdue or missing
Functions Affected	incoming or outgoing couriers, ad hoc or scheduled; potentially any business operation
Action	Contact affected business and / or sender to get full description of parcel, delivery method, tracking number, addressee, times and dates Check in office and elsewhere in filing area, look in all boxes and empty mailbags. **Incoming** Check in main office area (ask all staff on duty at likely delivery time) Check all other reception areas Check all clearance drop points Ask courier company **Outgoing** Ask courier company Check with Document Coordinators at all likely sites If still not found Send notice to staff via email Repeat some of these actions over two or three days if necessary – most parcels turn up the next day at the correct destination
Responsibilities	Senior staff member present to coordinate and escalate if required
Mitigation	
Constraints	
Resources	email, phone

Risk	Hardware Problems
Probability	low
Impact	low
Likely Scenario	Malfunctioning PC, printer, scanner etc For more widespread hardware or IT problems, see *Software - XXXX* System Down, *Email or Network Down*
Functions Affected	all
Action	For PC's and printers, contact the IT advocate Prem Kumar switch to another PC or printer in the meantime. For other equipment (eg scanners) contact the supplier or manufacturer. For system issues contact CRM Master support team.
Responsibilities	senior staff member present to coordinate and escalate if required
Mitigation	
Constraints	
Resources	phone

Risk	Email or Network Down
Probability	medium
Impact	high
Likely Scenario	A malfunction in the computer system or on the LAN
Functions Affected	Business units requesting files includes interruptions to the file tracking software and database
Action	Contact our IT&T Business Advocate Prem Kumar to ensure problem is treated with urgency Contact suppliers by phone and ask to have issue resoled Ensure that all communications be by phone, on paper or in person When the system is available again, arrange data entry of all movements recorded on paper
Responsibilities	Senior staff member present to coordinate and escalate if required
Mitigation	
Constraints	
Resources	phone

Risk	Documents Lost – Electronic (GDRIVE)
Probability	low
Impact	high
Likely Scenario	Network problem
Functions Affected	All electronic and paper-based document related activities
Action	**Immediately:** • contact Spincycle to log problem and establish nature and duration of problem and if necessary request recreation from backup • contact our IT&T Business Advocate Prem Kumar to ensure problem is treated with urgency • advise Director • advise all affected business units If problem cannot be fixed within one day by recreation from backup, discuss with all staff members how to manage current operations and any ad hoc document recreations so that a later full restoration does not make even more problems – involve all staff, particularly IT&T and all affected business units. If problem cannot be fixed by recreation from backup, investigate ways and need to recreate from paper files, or from individual staff members or suppliers documents etc – involve all stakeholders
Responsibilities	Senior staff member present to coordinate and escalate if required
Mitigation	IT&T Backup; some documents eg Customer Deeds are scanned to paper file and copies are held in filing room
Constraints	IT&T Backup – it can take time to organise a recovery, and generally this can only be done on the basis of whole directories at a point in time.
Resources	IT&T Backup;

Staff Contact Details
It is useful to have a full list of all staff contact details in the event of an incident on personal numbers

Esther Salmon

Jen Crawford

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Insurance Details
This section of the BCP will help the business focus on whether it has sufficient insurance inplace given the nature of the potential incidents it has highlighted at the beginning of the BCP and the details of its policies for when it needs to contact insurers following an incident.

Contact	Telephone Number	
HISCOX INSURANCE	**0808 3029 813**	**Data, IT, Admin and Tech Insurance Cover**

Back-up information/equipment register

This is one of the key sections of the BCP where the business sets out what information andequipment is critical to the functioning of the business, how that information is stored and backed-up. This register should also list where its Emergency Pack is kept and what it contains.

IT records/back-up details/data location	Online Spincycle and GDRIVE Amazon AWS
Critical documents records/informationlocation	Online Spincycle and GDRIVE Amazon AWS
Asset register/inventories/keyequipment records	Webdrive under old files and folder. Receipts and invoices on paper file in office
Emergency Pack contents & location	First aid box controlled by qualified office first aiderJen Crawford

Additional Notes
Any other additional information should be inserted here.

We will review and update our business continuity plan in 6 months

Include any additional notes here: