

黄涛

Our Reference: FOI 1991

By email:

request-380289-72939c94@whatdotheyknow.com

Date: 3 February 2017

Dear 黄涛

FREEDOM OF INFORMATION REQUEST

Further to my letter/email of 12th January 2017 acknowledging your request for information which was received by us on 6th January 2017, I am now in a position to respond.

I am handling your request under the terms of the Freedom of Information Act 2000 (the Act).

The information in response to your request has been provided in the annexes to this letter.

Annex A provides a written response to support the documents provided under this request.

Some of the information has been redacted under section 40 (personal information) and section 31 (law enforcement). Please see Annex B for more details relating to the use of these exemptions.

The documents relating to this request can be found at Annex C.

If you have any queries about this letter, please contact me on the details provided in the footer of this letter. Please remember to quote the reference number above in any future communications.

If you are not satisfied with the way the FSA has handled your request for information, you should write within two calendar months of the date of this letter to the Openness Team, and ask for an internal review. They will arrange for the Complaints Coordinator to conduct the review. Their address is Food Standards Agency, Room 2C Aviation House, 125 Kingsway, London, WC2B 6NH (email: Openness.team@foodstandards.gsi.gov.uk).

If you are not content with the outcome of the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the FSA. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through the website at: www.ico.gov.uk.

Protect – Staff

Silver Emergency Management Plan

Yours sincerely

Lynn M Thompson
Business Continuity Manager

Annex A**Request**

Disaster recovery/business continuity plan for each section/department.

Response

The information you have requested has been provided for in Annex C and is attached to the covering email to this letter. Annex C contains three documents as follows:

- Gold Team plan – The plan is an aide memoire for the Gold Team who are responsible for setting the direction of a response to an event.
- Silver Team plan – The plan is for use by the Silver Team, who co-ordinate the response, liaise with the Gold Team and provide assistance to division heads throughout the disruption. The plan provides checklists and information which can be used throughout the event.
- A copy of an FSA departmental business continuity plan which exists for each department. As each department's business continuity plan contains the same information it was not thought necessary to include a copy of each departmental plan, particularly as the only details which make each plan unique is the personal information of individuals which has been redacted under section 40 of the Act (personal information). It should be noted that although these plans are the latest versions of the documents, some of the information contained in them may no longer be accurate.

Annex B**Section 40 – Personal information**

Please note that some of the information contained in the attachment relating to the names and contact details of FSA staff and third parties is being withheld from disclosure under Section 40(2) and (3)(a)(i) of the Act as disclosure of this information would be in breach of the FSA's obligations under the Data Protection Act (DPA) 1998: the duty to process data fairly and lawfully (the first principle).

Section 31 – Law enforcement

Information within the Business Continuity Plans relating to the FSA's security arrangements during emergency situations has been withheld under Section 31(1) (a) of the Act (law enforcement), which covers the prevention and detection of crime.

The relevant subsection of the Act is as follows:

Information which is not exempt by virtue of section 30 is exempt information if its disclosure under the Act would, or be likely to, prejudice-

The prevention and detection of crime

As section 31 is a qualified exemption, we have considered the public interest test for and against disclosure. In favour of disclosure we recognise there is a general public interest in openness and transparency. We recognise that disclosure would provide assurance that the FSA has plans in place to deal with emergency situations so that essential business can continue.

However, in favour of withholding this information, we consider that, in this instance, public disclosure regarding the security arrangements in place to deal with these situations would prove useful to those wishing to cause harm to the FSA and/or its staff. Any such action could constitute a crime or create a vulnerability to criminal activity.

As you may be aware business contingency plans are put in place to protect an organisation from attack and vulnerabilities. We consider that disclosure of this information would leave the Agency vulnerable and furthermore would be likely to be used to facilitate a criminal offence being carried out. Consequently, on balance, we have decided that it is not in the public interest to provide these details and are withholding it from disclosure.

**OFFICIAL
SENSITIVE**



Gold Emergency Management Business Continuity Plan

**Plan Last Updated: May 2015
Next Review Date: November
2015**

**Emergency Information Line:
[Section 31 1a]**

Introduction

How to use the Gold Team Business Continuity Management Plan

The Food Standards Agency has an agreed recovery strategy for use in the event of an unplanned disruption affecting any of its offices.

The Gold Team for each building will take responsibility for the strategic direction of the response following a disruption. The Silver Team will co-ordinate the response, liaise with the Gold Team and provide assistance to divisional heads throughout the disruption.

This plan should be used by the Gold Team to take the initial decision to declare a business disruption and invoke business recovery plans.

In the event of a disruption:

- Read **Section 1** for the agreed **Recovery Strategy**
- Turn to **Section 2 – Initial Response** and follow the action list
- Use the supporting information included in the **Appendices** as required

Invocation of the Gold Team

The decision to convene the Gold Team will be taken by the senior responsible officer for the 'office'. This decision will depend on any significant impact on the ability to maintain business critical activities, including:

- Premises evacuated and denial of access for more than 24 hours
- Loss of all or part of offices
- Loss of key infrastructure, such as IT or telephony
- Serious injury or threat to staff, or any loss of key personnel

Gold Team Membership

The Gold Team should be made up of the Senior Responsible Officer for the building, the Chief Executive, the Communications Director and any other Directors as necessary.

Gold Team members:

Name	Area of Responsibility	Name	Area of Responsibility
Catherine Brown	Chief Executive	Steve Wearne	Director of Policy
Julie Pearce	Director, Openness, Data and Digital	Jason Feeney	Chief Operating Officer
Nina Purcell	Director, Wales	Rod Ainsworth	Director, Regulatory and Legal Strategy
Maria Jennings	Northern Ireland		
Chris Hitchen	Director, Finance and Strategic Planning		
Membership depending on event		Contact details are listed at Appendix A1	

1 Recovery Strategy Overview

Meeting points

- The agreed recovery strategy for a disruption affecting any Agency Building is for the Gold Team to meet physically if they have been evacuated from their building or virtually if they are out of the office. If evacuated they should meet at:

Building	Meeting Point	Alternative
----------	---------------	-------------

Aviation House	[Section 31]	[Section 31]
Foss House	[Section 31]	[Section 31]
Southgate House	[Section 31]	[Section 31]
10 a-c Clarendon Road	[Section 31]	[Section 31]

Food Standards Agency Emergency Organisation Structure

- The Gold Team has the responsibility to set the strategic direction of the recovery action to be taken in response to a business critical situation.
- The Gold Team is also responsible for activating the Silver Team
- The Silver Team will implement and co-ordinate recovery action. They will confirm the work priorities with Heads of Division, provide guidance in the recovery of business activities, and coordinate resource requirements as appropriate.

Staff

- The Silver Team will initiate a staff call cascade via Heads of Division/Team Leaders to ensure all staff can be accounted for and maintain ongoing communication with them via divisional teams.

Business Recovery Priorities

A business review has identified those areas of the Agency's work which are a priority to maintain during a business continuity event. This has been agreed with the Executive Management Team.

- Food safety incident response is highest priority and must be recovered within [Section 31].
- Support to field staff to maintain critical operations are also a priority and must be recovered within [Section 31].
- Divisional plans contain an assessment of work activities.

ACCOMMODATION

Key staff will be relocated to the recovery site (Where appropriate)

Location	Recovery Site (See Appendix C for maps and directions to sites)
Aviation House, London	[Section 31]
Foss House, York	[Section 31]
Southgate House, Cardiff	[Section 31]
10a-c Clarendon Road, Belfast	[Section 31]

IT SYSTEMS

If the power is lost to (building) the following services will be lost:

Building	Building Staff (including remote users usually based there)	Staff based in other offices
Aviation House	<ul style="list-style-type: none"> [Section 31] 	<ul style="list-style-type: none"> [Section 31]
Foss House	<ul style="list-style-type: none"> [Section 31] 	[Section 31]
Southgate House, Cardiff	<ul style="list-style-type: none"> [Section 31] 	<ul style="list-style-type: none"> [Section 31]
St Magnus House, Aberdeen	<ul style="list-style-type: none"> [Section 31] 	<ul style="list-style-type: none"> [Section 31]
10a-c Clarendon House, Belfast	<ul style="list-style-type: none"> [Section 31] 	<ul style="list-style-type: none"> [Section 31]

However, for section C1 part 1, if AVH is closed but power remains on then providing nothing else goes wrong any AVH staff accessing the system remotely will be able to carry on as if the office were open. However, with services and applications moving to the [Section 31] the power goes down in AVH then only data that hasn't already been saved, i.e. what's "live" and unsaved at the time will be lost.

Telephones (see Appendix B.2 for details)

- The Emergency Information Line will be activated remotely by the Silver Team and will be updated regularly to keep staff informed.
- Where possible numbers will be diverted to mobiles.

Business Recovery Timescales

- Each Division/Group has its own business critical recovery timescales. The Gold Team will provide direction on the recovery of business functions and business critical activities. The Silver Team will implement the recovery in line with Gold Team direction.

2 Initial Response

The agreed objectives immediately following a disruption are outlined in the table below. Against each objective are the actions to be followed to ensure the objective is met, together with a tick box to record when the action is completed.

Use this action list as a prompt and record action taken.

Objective	Action	Assigned to	✓
Notification of the Emergency	<ol style="list-style-type: none"> 1. The Gold Team Leader in the affected building will be contacted by their Facilities Manager/ Head of Security and Estates to advise of a potential Emergency affecting the building 2. If you are not the Gold Team Leader and you are one of the first to be made aware of the emergency obtain as much information as possible about the emergency 3. If the emergency occurs during office hours, ensure that an evacuation either internal or external has been initiated and staff are safe in the appropriate assembly point 4. Assemble the Gold Team either physically or virtually 		
Make initial assessment	<ol style="list-style-type: none"> 1. Obtain as much key information as possible about the emergency. For example: The nature, status and seriousness of the situation Are the emergency services involved? Are there any injuries / loss of life? What are the business implications? 2. You will need to do this quickly and be prepared to make decisions on limited knowledge 3. Decide if fall back action is required, consider if Access to premises denied for more than 24 hours Loss of all or part of accommodation Loss of key infrastructure, such as IT or telephony Serious injury or threat to staff, or any loss of key personnel Significant impact on the FSA's ability to maintain business critical activities 4. Invoke the Silver Team (see Appendix A2 for contact details) 		
Brief Silver Team	<ol style="list-style-type: none"> 1. Tell them to invoke Business Continuity Plans 2. Establish communication routes between Gold and Silver team and agree time of next update 3. Agree communications to Divisional Business Recovery Team Leaders (Heads of Division) , staff, stakeholders and media 		
Record actions and	All decisions made and actions taken should be recorded in an Incident Log		

decisions made			
Notify the Chair	Update the Chair, Ministers and other Directors by any convenient means available on the progress of the situation		
Review decisions	Regularly review decisions as new information becomes available and liaise any decisions to the Silver Team.		

3 FSA Business Critical Themes

Grade	Theme	Comment
Severe – those that must continue without delay	Incident response	Actual or potential food safety incidents. Includes all contributors to a response.
	Support to Operations field staff	Finance, IT etc
Significant – those that must continue but a short break can be accommodated	Parliamentary business	Respond to PQs, Ministerial correspondence (includes FOI requests)
	Select Strategic Plan targets	Maintaining very high profile targets with near-term deadlines
	Corporate responsibilities	Communications, accommodation, finance, HR & payroll
	Regulation implementation	Includes developing positions, negotiation, consultation, preparation and implementation
	Consultations	High profile, near 'going live'
	FVO Missions	Maintain agreed work programmes

Appendices

Supporting Information

Appendix A: Contact details

A.1 –The Gold Team

Building	Name / Role	Contact Numbers		E-mail
Aviation House	Catherine Brown (Chief Executive)	Office: Home: Mob:	020 7276 [Section 40]	Catherine.Brown@foodstandards.gsi.gov.uk
	Julie Pearce (Director of Openness, Data and Digital)	Office: Home: Mob:	020 7276 [Section 40]	Julie.Pearce@foodstandards.gsi.gov.uk
	Steve Wearne (Director of Policy)	Office: Home: Mob:	020 7276 [Section 40]	Steve.Wearne@foodstandards.gsi.gov.uk [Section 40]
	Rod Ainsworth (Director of Regulatory and Legal Strategy)	Office: Home: Mob:	020 7276 [Section 40]	Rod.Ainsworth@foodstandards.gsi.gov.uk
	Jason Feeney (Chief Operating Officer)	Office: Home: Mob:	020 7276 [Section 40]	Jason.Feeney@foodstandards.gsi.gov.uk
	Chris Hitchen (Director of Finance & Strategic Planning)	Office: Home: Mob:	01904 [Section 40]	Chris.Hitchen@foodstandards.gsi.gov.uk
FSA Wales	Nina Purcell (Wales Director)	Cardiff: Home: Mob:	029 2067 [Section 40]	Nina.purcell@foodstandards.gsi.gov.uk
	Catherine Brown (Chief Executive)	Office: Home: Mob:	020 7276 [Section 40]	Catherine.Brown@foodstandards.gsi.gov.uk
Foss House	Chris Hitchen (Director of Finance & Strategic Planning)	Office: Home: Mob:	01904 [Section 40]	Chris.Hitchen@foodstandards.gsi.gov.uk
	Jason Feeney (Chief Operating Officer)	Office: Home: Mob:	020 7276 [Section 40]	Jason.Feeney@foodstandards.gsi.gov.uk
	Catherine Brown (Chief Executive)	Office: Home: Mob:	020 7276 [Section 40]	Catherine.Brown@foodstandards.gsi.gov.uk
FSA Northern Ireland	Maria Jennings (Director, Northern Ireland)	Office: Home: Mob:	02890 [Section 40]	Maria.jennings@foodstandards.gsi.gov.uk
	Catherine Brown	Office:	020 7276	

Building	Name / Role	Contact Numbers		E-mail
	(Chief Executive)	Home: Mob:	[Section 40]	Catherine.Brown@foodstandards.gsi.gov.uk

A.2 – The Silver Team

Membership depending on event

Building	Name	Role	Contact Numbers		E-mail
Aviation House	Richard Hoskin	Head of Incidents and Resilience	Office: Home: Mob:	01904 [Section 40]	richard.hoskin@foodstandards.gsi.gov.uk
	[Section 40]	Business Continuity	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	Estates	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	Building Manager	Office: Mob:	[Section 40]	[Section 40]
	Justin Everard	Comms	Office: Home: Mob:	020 7276 [Section 40]	Justin.everard@foodstandards.gsi.gov.uk
	Jo Bushnell	HR	Office: Mob:	[Section 40]	Jo.bushnell@foodstandards.gsi.gov.uk
	Addeel Khan	Internal Comms	Office: Home: PMob: W Mob:	020 7276 [Section 40]	Addeel.khan@foodstandards.gsi.gov.uk
	Phillippa Tasselli	IT	Office: Mob:	01904 [Section 40]	Phillippa.Tasselli@foodstandards.gsi.gov.uk
Foss House	[Section 40]	Business Continuity	Office: Home: Mob:	[Section 40]	[Section 40]
	Simon Dawson	Head of Operations Assurance	Office: Mob:	01904 [Section 40]	simon.dawson@foodstandards.gsi.gov.uk
	Kenny Thoresen	Acting Delivery Manager	Home: Mob:	[Section 40]	Kenneth.Thoresen@foodstandards.gov.uk
	Steve Benn	HR	Office: Home: Mob:	01904 [Section 40]	Steve.benn@foodstandards.gsi.gov.uk
	Phillippa Tasselli	IT	Office: Mob:	01904 [Section 40]	Phillippa.Tasselli@foodstandards.gsi.gov.uk

Building	Name	Role	Contact Numbers		E-mail
FSA Northern Ireland	Roberta Ferson	Head of Corporate Resources	Office: Home: Mob:	028 9041 [Section 40]	roberta.ferson@foodstandards.gsi.gov.uk
	[Section 40]	Corporate Resources Unit	Office: Home:	028 9041 [Section 40]	[Section 40]
	[Section 40]	Corporate Resources Unit	Office: Home: Mob:	028 9041 [Section 40]	[Section 40]
	[Section 40]	Business Continuity	Office: Home: Mob:	020 7276 [Section 40]	[Section 40]
FSA Wales	Helen George	Corporate Services Team Leader	Office: Home: Mob:	02920 [Section 40]	helen.george@foodstandards.gsi.gov.uk
	[Section 40]	Business Continuity	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	Enforcement, Strategy, Audit & Incidents	Office: Home: Mob:	020 7276 [Section 40]	[Section 40]
	[Section 40]	Comms	Office: Home: Mob:	02920 [Section 40]	[Section 40]

A.3 - Other FSA Contacts –

Name / Role	Contact Numbers		E-mail
Heather Hancock (FSA Chair)	Office: Home: Mobile Work: Personal Mobile:	020 7276 [Section 40]	Heather.Hancock@foodstandards.gsi.gov.uk
Guy Poppy	Office: Home: Mobile Professor at University of Southampton	[Section 40]	Guy.Poppy@foodstandards.gsi.gov.uk [Section 40]
Geoff Ogle (Food Standards Scotland)	Office: Home: Mob:	[Section 40]	[Section 40]

A.4 - OTHER FSA CONTACTS

NAME	CONTACT NUMBERS	Other Information
Redfern Travel Air & Rail Travel, Car Hire, accommodation/ conferences, meeting rooms	01274 726424 Mon-Fri 8am-6pm	[Section 31]
Taxi AVH - Addison Lee	020 7383 5858	[Section 31]
Taxi Foss House - Ebor Taxi	01904 641441	+cost centre
Taxi FSA Northern Ireland - Value cabs	028 9080 9080	
Taxi FSA Wales – Dragon Taxis	029 20333333	[Section 31]
Right Management - Counselling, Support, Information and Advice	01489 553000	

Appendix B: Communications

B.1 - TELEPHONE & VIDEO CONFERENCING INSTRUCTIONS

For Gold and Silver Team use:

The chairperson of the meeting should dial the telecom number followed by the chair PIN number and # and give their name. All the participants have to do is dial the telecom number followed by the participant PIN then # and give their name to be connected into the conference call. These codes are only to be used by the Gold and Silver Teams and not to be used for standard telephone conferences.

Meet Me ID	Telecon No.	Chair PIN	Participant PIN
[Section 31]	[Section 31]	[Section 31]	[Section 31]

Video Conferencing Contacts in the first instance call [Section 40]– numbers below:

Location	Contact
All locations	[Section 40]
Cardiff	[Section 40]
Belfast	[Section 40]

B.2 – Staff Emergency Information

Emergency Information Line –Belfast, Cardiff, York and London based staff -

[Section 31]

The Food Standards Agency's Emergency Information Line will be updated regularly throughout any disruption, providing staff with the latest information on the status of the situation. Details of how to set up or change messages are held by Employee Engagement and the Silver Teams in each location.

Staff will also be contacted by their line manager, who will instruct them what to do and provide additional updates.

The Food Standards Agency Website - www.food.gov.uk

The Food Standards Agency website will be updated throughout any disruption, providing information about the disruption to stakeholders about how the Agency will operate.

The website will also be updated with information for staff at:

www.food.gov.uk/continuity

B.3 – Call Procedures

These procedures **must** be followed when notifying staff of an emergency. Before making any calls, decide what you want to say and what you want the person being called to do.

a) If the person you are calling answers the phone:

- Speaking calmly and clearly, give a brief report of the current situation
- Check that the person being called is fit, able and available for work
- Provide details of the location from where the recovery process will be co-ordinated, together with a contact telephone number
- If required, advise the person to report to a specified recovery site (discuss arrangements and timescales). Alternatively, instruct them to work from home if required or request that they stand by and await further instructions
- Emphasise that they should not discuss the situation with anyone external to the Agency
- Update the Telephone Log (see **Appendix B.4**) to confirm that contact has been made, with any relevant comments

b) If someone else answers the phone, and the person you are calling is not available:

- Say: “It is very important that I contact --name--; is there a telephone number where I can contact him / her?”

If **YES**, record the number and start the process again

If **NO**, leave a message saying: “Please ask --name-- to contact me urgently on --contact telephone number--”

Note: If the person is believed to be at the disrupted building and may have been involved in the incident, advise that you will contact him / her at work. Do not discuss the situation with the person answering the telephone

- Update the Telephone Log (see **Appendix B.4**), recording relevant comments against the name of the person being contacted

c) If the phone is engaged:

- Update the Telephone Log (see **Appendix B.4**) against the person being contacted. Call back in 5 to 10 minutes
- If the telephone is repeatedly engaged (say, after 3 attempts), consider calling the operator and requesting call interrupt

d) If there is no reply:

- Try another contact number. Update the Telephone Log (see **Appendix B.4**) against the person being contacted
- Try again later (say, 30 minutes)

e) If there is an answering machine or message service:

- Say: “This is an urgent message for **--name--**; it is important you contact **--name--** as soon as possible on **--contact telephone number--**.”

B.4 – Telephone Log

This log should be updated for each telephone call made.

Name	Telephone Number	Time of Call	Response / Comments

Appendix C: Recovery Locations

C.1- [Section 31] (DEFRA)

Defra [Section 31]

[Section 31]

Arriving by:	Directions
Car	[Section 31]
Train/Tube	[Section 31]
Bus	[Section 31]

C.2 – [Section 31] (Department of Health)

[Section 31]

Department of Health
[Section 31]

Arriving by:	Directions
Car	[Section 31]

Train/Tube	[Section 31]
Bus	[Section 31]

C.3 -[Section 31] – Recovery location for Southgate House

[Section 31]

Welsh Government
[Section 31]

Arriving by:	Directions
Car/Walk	
Air	
Train	

C.4 – RECOVERY LOCATION FOR 10A-C CLARENDON HOUSE

Consult with DFP – Properties division to check the availability of Government buildings in Belfast suitable for the needs of the individual event or disruption or book one of the hotels listed.

Appendix D: Event Reporting

E.1 - Event Reporting Status Report

Name:		Status Key: R (Red) - Critical
Date:		

Time:		A (Amber) - Under Control G (Green) - Unaffected
Current Situation: (Brief description of situation)		Overall Status R / A / G
Category	Comments	Status
Staff		R / A / G
Building		R / A / G
IT Systems		R / A / G
Telephone Services		R / A / G
Members of the Public		R / A / G
Suppliers		R / A / G
Other		R / A / G
Expected date / time of next report:		

D.2 - EVENT LOG

Item	Event / Decision	Recorded by	Time	Date	Comments

[illegible]

D.3 - Issues Log

Issue No	Description	Priority (H/M/L)	Action Taken/Decisions Made	Date Identified	Date Updated	Raised by	Status (Open / Closed)	Working Comments
----------	-------------	------------------	-----------------------------	-----------------	--------------	-----------	------------------------	------------------

[illegible]

○

OFFICIAL -



Silver Emergency Management Business Continuity Plan

**Plan Last Updated: May 2015
Next review date: November
2015**

**Emergency Information Line:
[Section31 1a]**

Contents

Section

Introduction to the Silver Emergency Management Team Plan	3
1 Recovery Strategy Overview.....	5
1.1 Meeting Points.....	5
1.2 Business Recovery Priorities.....	6
1.3 Accommodation.....	7
1.4 IT Systems.....	8
2 Initial Response.....	10
2a Staff Issues Checklist.....	12
3 Business Recovery.....	14
3a FSA Business Critical Theme.....	16
Appendices.....	17
Appendix A- Contact Details.....	18
A1 Gold Team Contact Details.....	20
A2 Silver Team Contact Details.....	20
A3 Silver Team Deputies.....	23
A4 Internal FSA Chair.....	24
A4i Internal Divisional Business Recovery Team.....	25
A4ii Divisional Business Recovery Team leader Deputies.....	26
A5 Other Key FSA Contacts.....	29
A6 Other Useful Contacts.....	29
A7 Key External Business Continuity Contacts.....	31
A8 Belfast and Cardiff Business Recovery Teams.....	36
A8i Branch Heads- Aberdeen.....	36
A8ii Branch Heads – Aberdeen.....	36
A9 Belfast and Cardiff Staff Contact Details.....	37
A9i Staff Contact Details – Belfast.....	42
A9ii Staff Contact Details – Cardiff.....	46
Appendix B – Communications.....	50
B1 Telephone and Video Conferencing Instructions.....	50
B2 Staff Emergency Information.....	51

B3	Call Procedures.....	52
B4	Telephone Log.....	53
	Appendix C – IT and Telephony.....	54
C1	IT Systems.....	54
C2	Emergency Information Line.....	55
C3	id service numbers.....	56
C4	emergency message.....	56
	Appendix D – Recovery Requirements.....	59
D1	Accommodation.....	59
	Appendix E – Recovery Locations.....	60
E1	[Section 31].....	60
E2	[Section 31].....	61
E3		
E4	[Section 31].....	63
E5		
E6	[Section 31]	63
	Appendix F – Event Reporting.....	64
F1	Event Reporting Status Log.....	64
F2	Event Log.....	65
F3	Issue Log.....	66

Introduction

HOW TO USE THE SILVER TEAM BUSINESS CONTINUITY

MANAGEMENT PLAN The Food Standards Agency has an agreed recovery strategy for use in the event of an unplanned disruption affecting any of its offices.

The Gold Team for each building will take responsibility for the strategic direction of the response following a disruption. The Silver Team are the tactical team who manage the strategic direction set by the Gold Team. They will co-ordinate the response, liaise with the Gold Team and provide assistance to divisional heads throughout the disruption. This plan should be used by the Silver Team once the initial decision to declare a business disruption and invoke business recovery plans has been made by the Gold Team. In the event of a disruption:

- Read **Section 1** for the agreed **Recovery Strategy**
- Turn to **Section 2 – Initial Response** and follow the action list
- Turn to **Section 3 – Business Recovery**
- Use the supporting information included in the **Appendices** as required

INVOCATION OF THE SILVER TEAM

The decision to convene the Silver Team will be taken by the Gold team. This decision will depend on any significant impact on the ability to maintain business critical activities, including:

- Premises evacuated and denial of access for more than 24 hours
- Loss of all or part of offices
- Loss of key infrastructure, such as IT or telephony
- Serious injury or threat to staff, or any loss of key personnel

SILVER TEAM MEMBERSHIP

The core Silver Team membership and Chair will be dependent on the nature and scale of the event that has occurred and, in addition, as per the advice of the Gold Team. The chair will have sole responsibility for challenging required outputs from their team and reporting back to the Gold Team. It is essential that communications are ongoing throughout the lifetime of the event.

The Silver Team is made up of:

- Senior Responsible Officer for the building
- Facilities Management/Accommodation representative
- Business Continuity
- Human Resources
- Communications
- IT (if necessary)

Contact details for members:

- Gold Team are listed at **Appendix A1**
- Silver Team contact details are at **Appendix A2.**

1 Recovery Strategy Overview

1.1 Meeting points

- The agreed recovery strategy for a disruption affecting any Agency building is

Foss House	[Section 31]	[Section 31]
Southgate House	[Section 31]	[Section 31]
10 a-c Clarendon Road	[Section 31]	[Section 31]

Food Standards Agency Emergency Organisation Structure

- The Silver Team will have the specific responsibility for the day-to-day tactical level response to an event.
- The Silver Team will implement and co-ordinate recovery action. They will confirm the work priorities with Heads of Division/Team Leaders, provide guidance in the recovery of business activities, and coordinate resource requirements as appropriate.

Staff

- The Silver Team will initiate a staff call cascade via Heads of Division to ensure all staff can be accounted for and maintain ongoing communication with them via divisional teams.

Business Recovery Priorities

A Business impact Analysis identified those areas of the Agency's work which are a priority to maintain during a business continuity event. This has been agreed with the Executive Management Team.

- Food safety incident response is a priority and must be recovered within 24 hours.**
- Support to field staff to maintain critical operations are also a priority and must be recovered within 24 hours.**
- Divisional plans contain an assessment of work activities.

1.3 Accommodation

Key staff will be relocated to the recovery site (Where appropriate): Location	Recovery Site (See Appendix C for maps and directions to sites)
Aviation House, London	[Section 31]
Foss House, York	[Section 31]
Southgate House, Cardiff	[Section 31]
10a-c Clarendon Road, Belfast	[Section 31]

1.4 IT Systems

If the power is lost to (building) the following services will be lost:

Building	Building Staff (including remote users usually based there)	Staff based in other offices
Aviation House	<ul style="list-style-type: none"> [Section 31] 	<ul style="list-style-type: none"> [Section 31]
Foss House	<ul style="list-style-type: none"> [Section 31] 	[Section 31]
Southgate House, Cardiff	<ul style="list-style-type: none"> [Section 31] 	<ul style="list-style-type: none"> [Section 31]
10a-c Clarendon House, Belfast	<ul style="list-style-type: none"> [Section 31] 	<ul style="list-style-type: none"> [Section 31]

However, for section C1 part 1, if AVH is closed but power remains on then providing nothing else goes wrong any AVH staff accessing the system remotely will be able to carry on as if the office were open.

However, with services and applications moving to [Section 31] if the power goes down in AVH then only data that hasn't already been saved, i.e. what's "live" and unsaved at the time will be lost.

Telephones (see Appendix B2 for details)

- The Emergency Information Line will be activated remotely and will be updated regularly to keep staff informed.
- Where possible numbers will be diverted to mobiles.

Business Recovery Timescales

- Each Division has its own business critical recovery timescales. The Gold Team will provide direction on the recovery of business functions and business critical activities. The Silver Team will implement the recovery in line with Gold Team direction.

2 Initial Response

The agreed objectives immediately following a disruption are outlined in the table below. Against each objective are the actions to be followed to ensure the objective is met, together with a tick box to record when the action is completed.

Use this action list as a prompt and record action taken.

Objective	Action	Assigned to	✓
Notification of the Emergency	1. The Gold Team Leader will be contacted by Facilities Manager or Head of Security and Estates to advise of a potential		

Objective	Action	Assigned to	✓
	<p>Emergency affecting the building</p> <ol style="list-style-type: none"> If you are not the Leader and you are one of the first to be aware of the emergency, contact the Gold Team Leader If the emergency occurs during office hours, ensure that an evacuation either internal or external has been initiated and staff are safe in the assembly point The Gold Team to assemble at the appropriate internal or external assembly point 		
Make initial assessment	<ol style="list-style-type: none"> If you are a member of the Gold or Silver Team, obtain as much key information as possible about the emergency. For example: <ul style="list-style-type: none"> The nature, status and seriousness of the situation Are the emergency services involved? Are there any injuries / loss of life? What are the business implications? Record details using the Incident Status Report (Appendix F1) You will need to do this quickly and be prepared to make decisions on limited knowledge In the light of this knowledge, Gold Team gives strategic direction, Silver Team give any appropriate immediate instructions to Divisional Business Recovery Team Leaders (Heads of Division) to pass on to staff 		
Record actions and decisions made	All decisions made and actions taken should be recorded in an Incident Log (see sample at Appendix F2)		
Decide whether to invoke the Silver team	<ol style="list-style-type: none"> The Gold Team Leader should decide whether to invoke the Silver Team, based on the following criteria: <ul style="list-style-type: none"> Premises evacuated and access denied (for more than 24 hours) Loss of all or part of premises Loss of key infrastructure, such as IT or telephony Serious injury or threat to staff, or any loss of key personnel Significant impact on the FSA's ability to maintain business critical activities If it is decided to invoke the Silver Team, regularly review the decision as new information becomes available 		

Objective	Action	Assigned to	✓
Convene the Silver Team	<ol style="list-style-type: none"> 1. If it is decided to invoke the Silver Team, review the call procedures in Appendix B3 and contact core members or their deputies (contact details are at Appendix A) 2. Update Silver Team members on the emergency and tell them where to meet. (directions at Appendix E to alternative sites) or an alternative local venue as appropriate 3. Alert the appropriate building manager/ security that the FSA Gold and Silver Teams will be convening in their offices (tel. nos. at Appendix A6) 4. Depending on the nature of the emergency, contact any additional staff needed to support the Silver Team (such as HR, Finance and administrative staff) and tell them to meet at the agreed meeting location 5. If appropriate, arrange for someone to stay close to the building to act as site liaison co-ordinator, maintaining contact with both the Emergency Services and the Silver Team 6. Liaise with Continuity of Government contacts if appropriate (contact details are at Appendix A6) 7. Update and record your assessment of the situation 8. Ask Silver Team members concerned with IT and telecommunications, accommodation, communications and human resources to prepare situation reports 		
Contact Divisional Business Recovery Team Leaders (Heads of Division)	<ol style="list-style-type: none"> 1. Notify divisional Business Recovery Team Leaders (or their deputies) that the buildings business recovery plan is being invoked and to stand-by for further instructions (see Appendix A4 for contact details) 2. Update them on the emergency, the action being taken and, if appropriate, instruct them to invoke their Business Recovery Plan and review the status of business critical activities with their teams 3. Confirm ongoing contact details and agree how updates/progress will be reviewed and communicated 		
Activate the Staff Emergency Helpline	Activate the Emergency Information Line if appropriate. The message should advise of the situation and when the next update will be. For procedure for activation See Appendix B2 and C2		

2a Staff Issues Checklist

Potential staff issues are outlined in the table below. Consider each and record action taken, together with a tick box to record when the action is completed.

Use this action list as a prompt and record action taken.

Action	Assigned to	✓
Identify someone to take responsibility for monitoring and managing staff welfare throughout disruption		
Set up central contact point for incoming queries from managers and staff and inform Divisions of contact name and number		
Injured staff: <ul style="list-style-type: none"> • Liaise with Emergency Services so they can ensure next of kin are notified • FSA representative to be at the hospital to give support and act as liaison 		
Fatalities: <ul style="list-style-type: none"> • Obtain next of kin details for Emergency Services (NB notification to be made by Police) • Identify senior manager to act as support/assistance to family 		
Liaise with managers who have identified any potential missing persons and try to make contact		
Do staff need to be sent home?		
Practical support for staff who have lost belongings, keys, money etc. in building		
In the event of transport disruption give staff details of how to find mainline stations		
Ensure staff have facilities to make contact with family/friends from office		
Inform designated counselling service of emergency contact details in Appendix D2. Remind staff that counselling service is available and how to contact them		
Inform and keep Trade Union Side up to date of situation Contact details in Appendix A5		

Hospital Locations

Location	Hospital	Telephone Number
London	Guy's	020 7188 7188
	Royal London	020 7377 7000
	St.Bartholomew's	020 7377 7000
	St.Mary's, Paddington	020 7886 6666
	St.Thomas'	020 7188 7188
	University College	0845 155 50
York	York District Hospital Wigginton Road, York, North Yorkshire, YO31 8HE UK	01904 631313
Belfast	The Royal Hospital 274 Grosvenor Road, Belfast, BT12 6BA	Tel: 028 9024 0503 Fax Number: 028 9024 0899 Emergency: 028 9063 2250
Cardiff	University Hospital of Wales, Heath Park, Heath, Cardiff	02920 747747

3 Business Recovery

The Gold Team will provide strategic direction. The Silver Team will implement the recovery and provide guidance to assist the recovery of each division's business critical activities. Follow the actions below and indicate when actions are completed.

Objective	Action	Assigned to	✓
Establish ways of working	<ol style="list-style-type: none"> Once the Silver Team assembled, make sure all team members understand their roles and responsibilities and how the team will operate. Agree ways of working with Gold Team, including method of communicating and reporting, progress meetings and liaising with Divisions Produce a list of actions and assign tasks to each Silver Team member, with target timescales for reporting back. Consider issues such as: IT issues Accommodation issues Telephones Communication (with staff, media and other external stakeholders): - messages - timing and frequency - channels Liaison with divisional Business Recovery Team Leaders HR and staff welfare Consider co-opting additional members if required Ensure that all Silver Team actions and decisions made are recorded – use admin support if available 		
Establish whether there are any injuries	<ol style="list-style-type: none"> Establish the exact extent of any injuries or any other staff welfare issues Decide what resources will be required and agree an action plan to manage the situation 		
Review the extent of the disruption	<ol style="list-style-type: none"> Obtain a detailed update of the current situation, including: <ul style="list-style-type: none"> How long is building likely to be unavailable? 		
Decide whether to invoke recovery site	<ol style="list-style-type: none"> If the disruption is expected to continue beyond 24 hours, do need to invoke the recovery site Initiate arrangements for relocating any staff Regularly review the recovery site preparation with IT and Facilities teams 		

Objective	Action	Assigned to	✓
Contact Divisional Business Recovery Team Leaders	<ol style="list-style-type: none"> 1. Contact the Business Recovery Team Leaders and establish that Recovery Plans have been invoked – record any issues 2. Capture details of current business critical activities and resources required to fulfil them (homeworking, accommodation, and so on) 3. Give direction and guidance on actions they should be carrying out. 		
Collate business critical activities	<ol style="list-style-type: none"> 1. Review current divisional business critical activities and establish priorities 2. Consolidate resource requirements and determine what resources are available 3. Decide if anyone needs to be relocated and notify divisional Business Recovery Team Leaders to update their staff 4. Identify options for additional accommodation needs 		
Make arrangements for relocation of staff	<ol style="list-style-type: none"> 1. Advise recovery office if and how many work positions need to be made available and when 2. Identify any special needs or welfare issues for staff relocating and take appropriate action 3. Arrange staff travel and accommodation if necessary. 		
Ensure effective communication	<ol style="list-style-type: none"> 1. Provide regular updates to the Gold Team discuss any strategic issues 2. Update other FSA Directors/locations as appropriate 3. Agree frequency and content of messages to be relayed to staff, using the Emergency Information Line, the Agency website and line managers 4. Agree key messages to be distributed to external organisations and other stakeholders 		
Confirm process for emergency purchases	<ol style="list-style-type: none"> 1. Confirm payment methods/processes for any ad hoc purchases that may be required. 		

3a FSA Business Critical Themes

Grade	Theme	Comment
Severe	Incident response	Actual or potential food safety incidents. Includes all contributors to

– those that must continue without delay		a response.
	Support to Operations field staff	Finance, IT etc
Significant – those that must continue but a short break can be accommodated	Parliamentary business	Respond to PQs, Ministerial correspondence (includes FOI requests)
	Select Strategic Plan targets	Maintaining very high profile targets with near-term deadlines
	Corporate responsibilities	Communications, accommodation, finance, HR & payroll
	Regulation implementation	Includes developing positions, negotiation, consultation, preparation and implementation
	Consultations	High profile, near 'going live'
	FVO Missions	Maintain agreed work programmes

Appendices

Supporting Information

Appendix A: Contact details

A.1 –The Gold Team

Building	Name / Role	Contact Numbers		E-mail
Aviation House	Catherine Brown (Chief Executive)	Office: Home: Mob:	020 7276 [Section 40]	Catherine.Brown@foodstandards.gsi.gov.uk
	Julie Pearce (Director of Openness, Data and Digital)	Office: Home: Mob:	020 7276 [Section 40]	Julie.Pearce@foodstandards.gsi.gov.uk
	Steve Wearne (Director of Policy)	Office: Home: Mob:	020 7276 [Section 40]	Steve.Wearne@foodstandards.gsi.gov.uk [Section 40]
	Rod Ainsworth (Director of Regulatory and Legal Strategy)	Office: Home: Mob:	020 7276 [Section 40]	Rod.Ainsworth@foodstandards.gsi.gov.uk
	Jason Feeney (Chief Operating Officer)	Office: Home: Mob:	020 7276 [Section 40]	Jason.Feeney@foodstandards.gsi.gov.uk
	Chris Hitchen (Finance and Strategic Planning Director)	Office: Home: Mob:	01904 [Section 40]	Chris.Hitchen@foodstandards.gsi.gov.uk
FSA Wales	Nina Purcell (Director Wales)	Cardiff: Home: Mob: P Mob:	029 2067 [Section 40]	Nina.purcell@foodstandards.gsi.gov.uk
	Catherine Brown (Chief Executive)	Office: Home: Mob:	020 7276 [Section 40]	Catherine.Brown@foodstandards.gsi.gov.uk

Building	Name / Role	Contact Numbers		E-mail
Foss House				
	Chris Hitchen (Director of Finance & Strategic Planning)	Office: Home: Mob:	01904 [Section 40]	Chris.Hitchen@foodstandards.gsi.gov.uk
	Jason Feeney (Chief Operating Officer)	Office: Home: Mob:	020 7276 [Section 40]	Jason.Feeney@foodstandards.gsi.gov.uk
	Catherine Brown (Chief Executive)	Office: Home: Mob:	020 7276 [Section 40]	Catherine.Brown@foodstandards.gsi.gov.uk
FSA Northern Ireland	Maria Jennings (Director, Northern Ireland)	Office: Home: Mob:	02890 [Section 40]	Maria.jennings@foodstandards.gsi.gov.uk
	Catherine Brown (Chief Executive)	Office: Home: Mob:	020 7276 [Section 40]	Catherine.Brown@foodstandards.gsi.gov.uk

A.2 – The Silver Team

Membership depending on event

Building	Name	Silver Team Role	Contact Numbers		E-mail
Aviation House	Richard Hoskin	Head of incidents and Resilience Unit	Office: Home: Mob:	01904 [Section 40]	richard.hoskin@foodstandards.gsi.gov.uk
	[Section 40]	Business Continuity Manager	Office: Home: Mob:	020 7276 [Section 40]	[Section 40]
	[Section 40]	Building Manager	Office: Home: Mob:	020 7276 [Section 40]	[Section 40]
	[Section 40]	Estates Manager	Office: Home: Mob:	020 7276 [Section 40]	[Section 40]
	Justin Everard	Comms	Office: Home: Mob:	020 7276 [Section 40]	Justin.everard@foodstandards.gsi.gov.uk
	Jo Bushnell	HR	Office: Home: Mob:	020 7276 [Section 40]	Jo.bushnell@foodstandards.gsi.gov.uk
	Addeel Khan	Internal Comms	Office: Home: PMob: W Mob:	020 7276 [Section 40]	Addeel.khan@foodstandards.gsi.gov.uk
	Phillippa Tasselli	Head of IT Services	Office: Mob: Home:	01904 [Section 40]	Phillippa.Tasselli@foodstandards.gsi.gov.uk
Foss House	[Section 40]	Business Continuity Manager	Office: Home: Mob:	020 7276 [Section 40]	[Section 40]
	Simon Dawson	Head of Operations Assurance Division	Office: Home: Mob:	0207276 [Section 40]	Simon.dawson@foodstandards.gsi.gov.uk
	Phillippa Tasselli	Head of IT Services	Office: Mob: Home:	01904 [Section 40]	Phillippa.Tasselli@foodstandards.gsi.gov.uk

Building	Name	Silver Team Role	Contact Numbers		E-mail
	Steve Benn	HR	Office: Home: Mob:	01904 [Section 40]	Steve.benn@foodstandards.gsi.gov.uk
FSA Northern Ireland	Roberta Ferson	FBS&C	Office: Home: Mob:	028 9041 [Section 40]	roberta.ferson@foodstandards.gsi.gov.uk
	[Section 40]	FBS&C	Office: Home: Mob:	028 9041 [Section 40]	[Section 40]
	[Section 40]	FBS&C	Office: Home: Mob:	028 9041 [Section 40]	[Section 40]
	[Section 40]	Business Continuity Manager	Office: Home: Mob:	020 7276 [Section 40]	[Section 40]
FSA Wales	Helen George	Head Business Support and Communications	Office: Home: Mob:	02920 [Section 40]	helen.george@foodstandards.gsi.gov.uk
	[Section 40]	Business Support Officer	Office: Home: Mob:	02920 [Section 40]	[Section 40]
	[Section 40]	Business Continuity Manager	Office: Home: Mob:	020 7276 [Section 40]	[Section 40]
	[Section 40]	Head of Consumer Protection	Office: Home: Mob:	02920 [Section 40]	[Section 40]
	[Section 40]	Business Support and Communications	Office: Home: Mob:	02920 [Section 40]	[Section 40]

A3. silver TEAM DUPTIES

Membership depending on event

<i>Building</i>	<i>Name</i>	<i>Silver Team</i>	<i>Contact Numbers</i>		<i>E-mail</i>
Aviation House	Rebecca Merritt	Head of Resilience	Office: Home: Mob:	020 7276 [Section 40]	Rebecca.merritt@foodstandards.gsi.gov.uk
	[Section 40]	Resilience Team	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	Deputy Estates Manager	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	Assistant Contract Manager	Office: Home: Mob:	[Section 40]	[Section 40]
	Addeel Khan	Comms Manager	Office: Home: Mob:	0207276 [Section 40]	Addeel.khan@foodstandards.gsi.gov.uk
	Steve Benn	Human Resources	Office: Mob:	01904 [Section 40]	Steve.benn@foodstandards.gsi.gov.uk
	Rose Oliver	IT Services	Office: Home: Mob W Mob P:	01904 [Section 40]	Rose.oliver@foodstandards.gsi.gov.uk
Foss House	[Section 40]	Business Continuity Manager	Office: Home: Mob:	[Section 40]	[Section 40]
	Julia Williams	Operations	Office: Home: Mob:	01904 [Section 40]	Julia.Williams@foodstandards.gsi.gov.uk
	Vacancy	Acting Delivery Manager	Home: Mob:	[Section 40]	[Section 40]
	Steve Benn	Employee Relations and Policy Adviser	Office: Home: Mob:	01904 [Section 40]	Steve.benn@foodstandards.gsi.gov.uk
	Rose Oliver	IT Services	Office: Mob P:	01904 [Section 40]	Rose.oliver@foodstandards.gsi.gov.uk
Clarendon House	[Section 40]	FBS&C	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	FBS&C	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	FBS&C	Office:		

			Home: Mob:	[Section 40]	[Section 40]
Southgate House	[Section 40]	Business Support Officer	Office: Home: Mob:	[Section 40]	[Section 40]

A4. Other FSA Contacts

Name / Role	Contact Numbers	E-mail
Heather Hancock (FSA Chair)	Office: Home: Work Mob: Personal Mob: [Section 40]	Heather.hancock@foodstandards.gsi.gov.uk
Guy Poppy	Home: Mobile Uni of S'pton [Section 40]	Guy.poppy@foodstandards.gsi.gov.uk
Incident on-call Officer	Office: Home: Mob: [Section 40]	[Section 40]
TUS	Mob: [Section 40]	[Section 40]

A.4 (i) – Internal Divisional Business Recovery Team Leaders

Name	Division	Contact Numbers	E-mail
Michelle Patel	Communications	Office: Home: Mob: 0207276 [Section 40]	Michelle.Patel@foodstandards.gsi.gov.uk
Justin Everard	Communications	Office: Home: Mob: 0207276 [Section 40]	Justin.Everard@foodstandards.gsi.gov.uk
Rod Ainsworth	Regulatory and Legal, Strategy	Office: Home: Mob: 0207276 [Section 40]	Rod.Ainsworth@foodstandards.gsi.gov.uk
Nicky Elliston	Private Office + Secretariats	Office: Home: Mob: 0207276 [Section 40]	Nicky.Elliston@foodstandards.gsi.gov.uk
Chris Hitchen	Finance & Strategic Planning	Office: Home: Mob: 01904 [Section 40]	Chris.Hitchen@foodstandards.gsi.gov.uk

Name	Division	Contact Numbers		E-mail
Andy Morling	Head of National Food Crime Unit	Office: Home: Mob:	0207276 [Section 40]	Andy.Morling@foodstandards.gsi.gov.uk
Nicolette Harrison	Head of Regulatory Delivery Division	Office: Home: Mob:	0207276 [Section 40]	Nicolette.Harrison@foodstandards.gsi.gov.uk
Simon Dawson	Head of Operations Assurance	Office: Home: Mob:	0207276 [Section 40]	Simon.dawson@foodstandards.gsi.gov.uk
Martin Evans	Head of Field Operations	Office: Home: Mob:	[Section 40]	Martin.Evans@foodstandards.gsi.gov.uk
Michael Wight	Head of Food Safety Policy	Office: Home: Mob:	0207276 [Section 40]	Michael.Wight@foodstandards.gsi.gov.uk
Warren Oakes	Head of Change	Office/H Persona W: Mob Private:	0207276 [Section 40]	Warren.oakes@foodstandards.gsi.gov.uk
Paul Cook	Microbiological Risk Assessment Unit	Office: Home: Mob:	0207276 [Section 40]	Paul.cook@foodstandards.gsi.gov.uk
Andrew Damant	Head of Scientific Methods & Laboratory Policy	Office: Home: Mob:	0207276 [Section 40]	Andrew.Damant@foodstandards.gsi.gov.uk
Diane Benford	Chemical Risk Assessment Unit	Office: Home: Mob:	0207276 [Section 40]	Diane.Benford@foodstandards.gsi.gov.uk
Javier Dominguez	Director, Science, Evidence and Research	Office: Home: Mob:	0207276 [Section 40]	Javier.Dominguez@foodstandards.gsi.gov.uk
Richard McLean	Head of Planning Performance and Change	Office: Home: Mob:	0207276 [Section 40]	Richard.McLean@foodstandards.gsi.gov.uk

A.4 (ii) – Divisional Business Recovery Team Leader Deputies

Name	Division	Contact Numbers		E-mail
Addeel Khan	Communications	Office: Home: WMob:	0207276 [Section 40]	Addeel.khan@foodstandards.gsi.gov.uk

Name	Division	Contact Numbers		E-mail
		HMob:		
Gareth Williams	Investigation, Prosecution & Legal Business Manager	Office: Home: Mob:	0207276 [Section 40]	Gareth.Williams@foodstandards.gsi.gov.uk
Robert Madge	Head of Legal Advisory Services	Office: Home: Mob:	0207276 [Section 40]	Robert.Madge@foodstandards.gsi.gov.uk
John Furley	Head of Internal Audit	Office: Home: Mob:	0207276 [Section 40]	John.furley@foodstandards.gsi.gov.uk
Alice Biggins	Head of Regulatory and International Unit	Office: Home: Mob:	0207276 [Section 40]	Alice.biggins@foodstandards.gsi.gov.uk
Mike Glavin	Operational Surveillance Manager	Office: Home: Mob:	0207276 [Section 40]	Mike.Glavin@foodstandards.gsi.gov.uk
Noel Sykes	Private Office + Secretariats	Office: Home: Mob:	01904 [Section 40]	Noel.sykes@foodstandards.gsi.gov.uk
Steve Benn	Human Resources	Office: Mob:	01904 [Section 40]	Steve.benn@foodstandards.gsi.gov.uk
Rose Oliver	IT	Office: Mob: Home:	01904 [Section 40]	Rose.Oliver@foodstandards.gsi.gov.uk
Richard McLean	Performance, Planning and Change	Office: Mob:	0207276 [Section 40]	Richard.mclean@foodstandards.gsi.gov.uk
Martin Brewer	Head of Accounting	Office: Home: Mob:	01904 [Section 40]	Martin.brewer@foodstandards.gsi.gov.uk
Nick Bernard	Finance Business Partners	Office: Home: Mob:	01904 [Section 40]	Nick.bernard@foodstandards.gsi.gov.uk
Richard Collier	Head of Finance - Charging	Office: Home: Mob:	01904 [Section 40]	Richard.collier@foodstandards.gsi.gov.uk
Matt Walker	Operational Finance and Payroll Manager	Office: Home: Mob:	01904 [Section 40]	Matthew.walker@foodstandards.gsi.gov.uk
Rebecca Merritt	Head of Resilience Unit	Office: Home: Mob:(W) (P)	0207276 [Section 40]	Rebecca.merritt@foodstandards.gsi.gov.uk

Name	Division	Contact Numbers		E-mail
Nicky Bell	Food Crime Unit	Office: Home: Mob:	0207276 [Section 40]	Nicola.bell@foodstandards.gsi.gov.uk
Kenneth Thoresen	Change & Support Team Leader	Office: Home: Mob:	01904 [Section 40]	Kenneth.thoresen@foodstandards.gsi.gov.uk
Glen Leat	Field Operations	Office: Home: Mob:	[Section 40]	Glen.Leat@foodstandards.gsi.gov.uk
[Section 40]	Microbiological Risk Assessment Unit	Office: Home: Mob:	0207276 [Section 40]	[Section 40]
[Section 40]	Head of Scientific Methods & Laboratory Policy	Office: Home: Mob:	0207276 [Section 40]	[Section 40]
David Gott	Chemical Risk Assessment Unit	Office: Home: Mob:	0207276 [Section 40]	David.gott@foodstandards.gsi.gov.uk
Catherine Bowles	Food Safety Policy	Office: Home: Mob:	0207276 [Section 40]	Catherine.bowles@foodstandards.gsi.gov.uk
Patrick Miller	Chief Scientists Team	Office: Home: Mob:	0207276 [Section 40]	Patrick.miller@foodstandards.gsi.gov.uk
Vacant	Analytics	Office: Home: Mob:		
		Office: Home: Mob:		

A.5 – Other Useful Contacts

Name	Contacts Numbers	Other Information
Redfern Travel Air & Rail Travel, Car Hire, accommodation/ conferences, meeting rooms	01274 726424 Mon-Fri 8am-6pm	[Section 31]
Taxi AVH - Addison Lee	020 7383 5858	[Section 31]
Taxi Foss House - Ebor Taxi	01904 641441	+cost centre
Taxi FSA Northern Ireland - Value cabs	028 9080 9080	
Taxi FSA Wales – Dragon Taxis	029 20333333	[Section 31]
Right Management - Counselling, Support, Information and Advice	01489 553000	

A.7 – Key External Business Continuity Contacts

Organisat ion/Service	Contact Name	Contact Numbers		Other contact details (e-mail, fax, pager)	Comments
London DH	[Section 40]	Phone: Mob:	[Section 40]	[Section 40]	Dep Director
	[Section 40]	Phone: Mob:	[Section 40]	[Section 40]	BCM
	[Section 40]	Phone: Mob:	[Section 40]	[Section 40]	Building Manager
	[Section 40]	Phone: Mob:	[Section 40]	[Section 40]	Dep Building Manager
Defra	[Section 40]	Phone: Mob:	[Section 40]	[Section 40]	BCP
Defra Estates - York	[Section 40]	Phone	[Section 40]	[Section 40]	Business Manager for Foss House
Belfast					
Flat Services Manageme nt Ltd	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	
Constructio n Services	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	
DFP – Properties	[Section 40]	Work::	[Section 40]	[Section 40]	
Harbour Commissio n	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	
Harbour Police	[Section 40]	Work:	[Section 40]	[Section 40]	
Lansdowne Court	[Section 40]		[Section 40]	[Section 40]	OGD
Litton Estates (Landlord 10 B & C)	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	Estates
Oasis GroupUnit	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	Estates
Modern Office Supplies	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	Estates

Organisat ion/Servi ce	Contact Name	Contact Numbers		Other contact details (e-mail, fax, pager)	Comments
Northern Whig	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	OGD
OGC Buying Solutions	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	OGD
PSNI Switchboar d	[Section 40]	Work:	[Section 40]	[Section 40]	Estates
Stationery Office	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	OGD
Port Health	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	OGD
Varo Estates	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	Estates
[Section 31]	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	Possible Temp Site
[Section 31]	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	Possible Temp Site
[Section 31]	[Section 40]		[Section 40]	[Section 40]	Possible Temp Site
[Section 31]	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	Possible Temp Site
[Section 31]	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	Possible Temp Site
[Section 31]	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	Possible Temp Site
[Section 31]	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	Possible Temp Site
[Section 31]	[Section 40]	Work: Mobile:	[Section 40]	[Section 40]	Possible Temp Site
[Section 31]	[Section 40]	Work:	[Section 40]	[Section 40]	Possible Temp Site
[Section 31]	[Section 40]	Work:	[Section 40]	[Section 40]	Possible Temp Site

Organisat ion/Servi ce	Contact Name	Contact Numbers		Other contact details (e-mail, fax, pager)	Comments
[Section 31]	[Section 40]	Work:	[Section 40]	[Section 40]	Possible Temp Site
[Section 31]	[Section 40]	Work:	[Section 40]	[Section 40]	Possible Temp Site
[Section 31]	[Section 40]	Work:	[Section 40]	[Section 40]	Possible Temp Site
Cardiff					
Buildings manager, SGH	[Section 40]	Work:	[Section 40]	[Section 40]	
WG Switchboard	[Section 40]	Work:	[Section 40]	[Section 40]	
WG Health Protection Div	[Section 40]	Work:	[Section 40]	[Section 40]	
WG HPD1	[Section 40]	Work:	[Section 40]	[Section 40]	
WG Emergencies Branch	[Section 40]	Work:	[Section 40]	[Section 40]	
WG Press office	[Section 40]	Work:	[Section 40]	[Section 40]	
WG Emergency Room	[Section 40]	Work:	[Section 40]	[Section 40]	
WG 24hr emergency contact number	[Section 40]	Work:	[Section 40]	[Section 40]	
WAG Legal Services	[Section 40]	Work:	[Section 40]	[Section 40]	
Public Health Wales	[Section 40]	Work:	[Section 40]	[Section 40]	
Public Health Wales Communications	[Section 40]	Work:	[Section 40]	[Section 40]	

Annex 8 –BELFAST business recovery team

Name	Division	Contact Numbers		E-mail
Maria Jennings	Director Northern Ireland	Office: Home: Mob:	028 9041 [Section 40]	Maria.jennings@foodstandards.gsi.gov.uk
Roberta Ferson	Head of Corporate Resources	Office: Home: Mob:	028 9041 [Section 40]	Roberta.ferson@foodstandards.gsi.gov.uk
Kathryn Baker	Consumer Protection	Office: Home: Mob:	028 9041 [Section 40]	Kathryn.baker@foodstandards.gsi.gov.uk
[Section 40]	FBS&C	Office: Home: Mob:	[Section 40]	[Section 40]
[Section 40]	FBS&C	Office: Home: Mob:	[Section 40]	[Section 40]

Annex 9- Belfast and cardiff Staff contact deatils

9. (i) - Staff Contact Details – Belfast

Branch	Name	Contact Numbers		Home E-mail / Other details	Remote Access Y/N	Can Work From Home Effectively Y/N	Key Staff K=Key D=Deputy (or blank)
Director	Maria Jennings	Office: Home: Mob:	028 9041 [Section 40]		Y	Y	K
Director Support	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	K
Board	Etta Campbell	Office: Home: Mob:	[Section 40]		Y	Y	
Legal		Office: Home: Mob:	[Section 40]		Y	Y	
LAPD	Michael Jackson	Office: Home: Mob:	028 9041 [Section 40]		Y	Y	

Branch	Name	Contact Numbers		Home E-mail / Other details	Remote Access Y/N	Can Work From Home Effectively Y/N	Key Staff K=Key D=Deputy (or blank)
LAPD	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
LAPD	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
LAPD	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
Standards and Dietary Health	Sharon Gilmore	Office: Home: Mob:	028 9041 [Section 40]		Y	Y	
Standards and Dietary Health	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
Standards and Dietary Health	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
Standards and Dietary Health	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
FBS&C	Roberta Ferson	Office: Home: Mob:	028 9041 [Section 40]		Y	Y	K
FBS&C	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	D
FBS&C	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
FBS&C	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
FBS&C	[Section 40]	Office: Home: Mob:			Y	Y	K
FBS&C	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	D
FBS&C	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	K
FBS&C	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
FBS&C	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	D
Operational Policy and	Kirsten Dunbar	Office: Home:	028 9041 [Section 40]		Y	Y	

Branch	Name	Contact Numbers		Home E-mail / Other details	Remote Access Y/N	Can Work From Home Effectively Y/N	Key Staff K=Key D=Deputy (or blank)
Delivery		Mob:					
Operational Policy and Delivery	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
Operational Policy and Delivery	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
Operational Policy and Delivery	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
Operational Policy and Delivery	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
Operational Policy and Delivery	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
ESU	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
ESU	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
ESU	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
ESU	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
ESU	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
ESU	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
ESU	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
ESU	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
ESU	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
Consumer Protection	Kathryn Baker	Office: Home: Mob:	028 9041 [Section 40]		Y	Y	

Branch	Name	Contact Numbers		Home E-mail / Other details	Remote Access Y/N	Can Work From Home Effectively Y/N	Key Staff K=Key D=Deputy (or blank)
Consumer Protection	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	D
Consumer Protection	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
Consumer Protection	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
Consumer Protection	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	
	[Section 40]	Office: Home: Mob:	[Section 40]		Y	Y	K

9. (iii) -Staff Contact Details – Cardiff

Branch	Name	Contact Numbers		Remote Access Y/N	Can Work From Home Effectively Y/N	Key Staff K=Key D=Deputy (or blank)
Director, FSA Wales	Nina Purcell	Office: Home: Mob:	029 2067 [Section 40]	Y	Y	K
Directorate Support Unit	[Section 40]	Office: Home: Mob:	[Section 40]	Y	Y	
Welsh Language Unit	[Section 40]	Office: Home: Mob:	[Section 40]	Y	Y	
Welsh Language Unit	[Section 40]	Office: Home: Mob:	[Section 40]	Y	Y	
Welsh Language Unit	[Section 40]	Office: Home: Mob:	[Section 40]	Y	Y	
Programme Manager, Future Delivery Models Programme	[Section 40]	Office: Home: Mob:	[Section 40]	Y	Y	
Enforcement Strategy and Audit	Kate Thompson	Office: Home: Mob:	02920 [Section 40]	Y	Y	

Branch	Name	Contact Numbers	Remote Access Y/N	Can Work From Home Effectively Y/N	Key Staff K=Key D=Deputy (or blank)
Enforcement Strategy and Audit	[Section 40]	Office: [Section 40] Home: Mob:	Y	y	
Enforcement Strategy and Audit	[Section 40]	Office: [Section 40] Home: Mob:	N	N	
Enforcement Strategy and Audit	Vacant	Office: Home: Mob:	N	N	
Enforcement Strategy and Audit	[Section 40]	Office: [Section 40] Home: Mob:	Y	Y	
Enforcement Strategy and Audit	Vacant	Office: Home: Mob:			
Consumer Protection	Jorge Martin-Almagro	Office: 02920 Home: [Section 40] Mob:	Y	Y	K
Consumer Protection	[Section 40]	Office: [Section 40] Home: Mob:	Y	Y	
Consumer Protection	[Section 40]	Office: [Section 40] Home: Mob:	Y	Y	
Consumer Protection	[Section 40]	Office: [Section 40] Home: Mob:	Y	Y	
Local Authority, Delivery and Support	[Section 40]	Office: [Section 40] Home: Mob:	Y	Y	
Local Authority, Delivery and Support	[Section 40]	Office: [Section 40] Home: Mob:	Y	Y	
Local Authority, Delivery and Support	[Section 40]	Office: [Section 40] Home: Mob:	Y	Y	
Regulatory Food Policy	Alice Teague	Office: 02920 Home: [Section 40] Mob:	Y	Y	

Branch	Name	Contact Numbers		Remote Access Y/N	Can Work From Home Effectively Y/N	Key Staff K=Key D=Deputy (or blank)
Regulatory Food Policy	Hilary Neathey	Office: Home: Mob:	02920 [Section 40]	Y	Y	
Regulatory Food Policy	[Section 40]	Office: Home: Mob:	[Section 40]	Y	Y	
Regulatory Food Policy	[Section 40]	Office: Home: Mob:	[Section 40]	Y	Y	
Regulatory Food Policy	[Section 40]	Office: Home: Mob:	[Section 40]	Y	Y	
Business Support and Communications	Helen George	Office: Home: Mob:	02920 [Section 40]	Y	Y	K
Business Support and Communications	[Section 40]	Office: Home: Mob:	[Section 40]	Y	Y	K
Business Support and Communications	[Section 40]	Office: Home: Mob:	[Section 40]	Y	Y	
Business Support and Communications	[Section 40]	Office: Home: Mob:	[Section 40]	Y	Y	
Business Support and Communications	[Section 40]	Office: Home: Mob:	[Section 40]	Y	Y	
Business Support and Communications	[Section 40]	Office: Home: Mob:	[Section 40]	Y	Y	
Business Support and Communications	Vacant	Office: Home: Mob:		Y	Y	K

* blackberry

Appendix B: Communications

B1. Telephone AND VIDEO Conferencing Instructions

For Gold and Silver Team use:

The chairperson of the meeting should dial the telecom number followed by the chair PIN number and # and give their name. All the participants have to do is dial the telecom number followed by the participant PIN then # and give their name to be connected into the conference call. These codes are only to be used by the Gold and Silver Teams and not to be used for standard telephone conferences.

Meet Me ID	Telecon No.	Chair PIN	Participant PIN
[Section31]	[Section31]	[Section31]	[Section31]

Video Conferencing Contacts in the first instance call [Section 40] – numbers below:

Location	Contact
All locations	[Section31] IT Servicedesk from any office dial - Extension 18282 From other locations dial - 020 7276 8282
Cardiff	[Section31]
Belfast	[Section31]

RANT and RAVE Text messaging service instructions

The rant and rave website is <http://app.rapide.co.uk/> To gain access to the FSA account use the following user name and password.

User Name	[Section31]
Password	[Section31]

To send a new text message click on text in the left hand left hand column and then new message in the drop down menu.

A new screen will pop up and in the first blue box go to the select a list drop down menu. Here Gold, Silver Team and Management Teams have already been populated highlight who you want to send the message to and press add list. The list of who will receive the message will pop up in the right hand box. Add additional lists in the same way if required. To insert a message type your message in the left hand message box. A preview will show in the right hand box. When you are content with the message, press send.

B.2 – Staff Emergency Information

Emergency Information Line –, Belfast, Cardiff, York and London -
[Section31]

The Food Standards Agency's Emergency Information Line will be updated regularly throughout any disruption, providing staff with the latest information on the status of the situation. Details of how to set up or change messages are held by Employee Engagement and the Silver Teams in each location.

Staff will also be contacted by their line manager, who will instruct them what to do and provide additional updates.

The Food Standards Agency Website - www.food.gov.uk

The Food Standards Agency website will be updated throughout any disruption, providing information about the disruption to stakeholders about how the Agency will operate.

The website will also be updated with information for staff at:

www.food.gov.uk/continuity

B.3 – Call Procedures

These procedures **must** be followed when notifying staff of an emergency. Before making any calls, decide what you want to say and what you want the person being called to do.

a) If the person you are calling answers the phone:

- Speaking calmly and clearly, give a brief report of the current situation
- Check that the person being called is fit, able and available for work
- Provide details of the location from where the recovery process will be co-ordinated, together with a contact telephone number
- If required, advise the person to report to a specified recovery site (discuss arrangements and timescales). Alternatively, instruct them to work from home if required or request that they stand by and await further instructions
- Emphasise that they should not discuss the situation with anyone external to the Agency
- Update the Telephone Log (see **Appendix B.4**) to confirm that contact has been made, with any relevant comments

b) If someone else answers the phone, and the person you are calling is not available:

- Say: “It is very important that I contact --name--; is there a telephone number where I can contact him / her?”

If **YES**, record the number and start the process again

If **NO**, leave a message saying: “Please ask --name-- to contact me urgently on --contact telephone number--”

Note: If the person is believed to be at the disrupted building and may have been involved in the incident, advise that you will contact him / her at work. Do not discuss the situation with the person answering the telephone

- Update the Telephone Log (see **Appendix B.4**), recording relevant comments against the name of the person being contacted

c) If the phone is engaged:

- Update the Telephone Log (see **Appendix B.4**) against the person being contacted. Call back in 5 to 10 minutes
- If the telephone is repeatedly engaged (say, after 3 attempts), consider calling the operator and requesting call interrupt

d) If there is no reply:

- Try another contact number. Update the Telephone Log (see **Appendix B.4**) against the person being contacted
- Try again later (say, 30 minutes)

e) If there is an answering machine or message service:

- Say: “This is an urgent message for **--name--**; it is important you contact **--name--** as soon as possible on **--contact telephone number--**.”

B.4 – Telephone Log

This log should be updated for each telephone call made.

Name	Telephone Number	Time of Call	Response / Comments

Appendix C - IT & Telephony

C.1 – IT Systems Awaiting update from IT

The table below shows how quickly systems will be available following a disruption affecting Aviation House, and any limitations on capacity or systems capability, (1) if Aviation House is closed but power remains on, (2) if power at Aviation House is off.

Service	Down Time	Data Loss from point of failure
[Section 31]	[Section 31]	[Section 31]

[Section 31]	[Section 31]	[Section 31]
[Section 31]	[Section 31]	[Section 31]
[Section 31]	[Section 31]	[Section 31]
[Section 31]	[Section 31]	[Section 31]
[Section 31]	[Section 31]	[Section 31]

Note:

*[Section 31]

All restore tasks have to be run concurrently, so times may be cumulative based on staff availability.

C. 2 -Emergency Information Line

The information below shows a simple explanation of how to access the Remote Update Service (RUD), record a message, enable the service and modify the service. All of this is achieved by dialling a single number on a touch-tone phone.

Steps	Instructions	Comments
TO RECORD A NEW MESSAGE		
Step 1	[Section31]	[Section31]
Step 2	[Section31]	[Section31]
Step 3	[Section31]	[Section31]
Step 4	[Section31]	We have capacity to record and store 8 different messages (files 1-8) which will be played sequentially with no discernible break – each file is 10 minutes long
Step 5	Enter 1 to start recording your message onto box 1	
Step 6	When you have finished your message - Enter # to end the recording	
Step 7	Enter 2 to review your message	
Step 8	If you are happy with your message – Enter 3 on the record menu	
Step 9	You will be asked to confirm that you wish to update the message <ul style="list-style-type: none"> Enter 1 to update the message Enter 2 to reject the message – if you chose “2” the original message will remain on the system 	
Step 10	When happy with your message - Enter 1 to update the service and activate your new message Return to the main Menu - Enter *	
TO ENABLE SERVICE BY MAKING IT “LIVE” (THIS SERVICE HAS ALREADY BEEN MADE “LIVE” BUT INSTRUCTIONS ARE INCLUDED FOR REFERENCE)		
Step 11	Follow steps 1-3 above to access the Main Menu	
Step 12	Enter # at the Main Menu to go to the Service Menu	
Step 13	Enter 1 to enable the service	
Step 14	Enter * to exit the Main Menu	
TO DISABLE THE SERVICE		
Step 1	[Section31]	
Step 2	[Section31]	
Step 3	[Section31]	
Step 4	[Section31]	
Step 5	Enter 2 to disable the service	
Step 6	Enter * to exit the Main Menu	

Steps	Instructions	Comments
TO CHANGE TO SERVICE		
Step 1	[Section31]	
Step 2	[Section31]	
Step 3	[Section31]	
Step 4	[Section31]	
Step 5	[Section31]	
Step 6	[Section31]	
Step 7	Enter 2 to review your message	
Step 8	If you are happy with your message – Enter 3 on the record menu	
Step 9	You will be asked to confirm that you wish to update the message <ul style="list-style-type: none"> Enter 1 to update the message Enter 2 to reject the message 	
Step 10	When happy with your message - Enter 1 to update the service and activate your new message	
Step 11	Enter * to exit the Main Menu	

(YOU MAY BE ASKED TO QUOTE OUR TELEMARKETING NUMBER

C. 3 ID Service numbers

Location	ID Service Number	PIN
[Section31]	[Section31]	[Section31]

C.4 Emergency Message

When updating the emergency line the following should be included as a minimum:

- Date
- Time
- Current Situation
- Expected forthcoming events if known

Appendix D: Recovery Requirements

D.1 – Accommodation

The following table should be completed with estimated needs at the time of disruption and will be revised to reflect actual needs at the time of a disruption.

Division	Home working	Office	Who	After 1 day	After 1 wk

Appendix E: Recovery Locations

E.1 (Defra)

Defra[Section31]

Duty Officer
[Section 40] Head of BCM Team

Directions

[Section 31]

Plan Owner: xxxxx

Train/Tube	[Section 31]
Bus	[Section 31]

E.2 – (Department of Health)

[Section 31]

Department of Health

[Section 31]

**Contact:
Building Manager:**

David Stemp

020 7972 5898

07979 924 963

Arriving by:	Directions
Car	[Section 31]
Train/Tube	[Section 31]
Bus	[Section 31]

E.3 - Recovery location for Foss House -

Arriving by:	[Section 31]	[Section 31]	[Section 31]
Public Transport	[Section 31]		
Cycling or by Car	[Section 31]		

E.4 –{Section 31}– Recovery location for Southgate House

[Section 31]

Welsh Government

[Section 31]

Arriving by:	Directions
Car/Walk	[Section 31]
Air	[Section 31]
Train	[Section 31]

E.5 –Recovery location for [Section 31]

Consult with DFP – Properties division to check the availability of Government buildings in Belfast suitable for the needs of the individual event or disruption.

Appendix F: Event Reporting

F.1 Event Reporting Status Report

Name:		Status Key: R (Red) - Critical A (Amber) - Under Control G (Green) - Unaffected
Date:		
Time:		
Current Situation: (Brief description of situation)		Overall Status R / A / G
Category	Comments	Status
Staff		R / A / G
Building		R / A / G
IT Systems		R / A / G
Telephone Services		R / A / G
Members of the Public		R / A / G
Suppliers		R / A / G
Other		R / A / G
Expected date / time of next report:		

F.2 Event Log

Item	Event / Decision	Recorded by	Time	Date	Comments

--	--	--	--	--	--

F.3 Issues Log

[illegible]

Protect – Staff

FSPG Business Recovery Plan

**OFFICIAL
Sensitive**



Finance and Strategic Planning Group

Business Continuity Plan

Plan last updated: June 2015
Next review date: December 2015

Emergency Information Line:

[Section 31 1a]

Plan Owner: **xxxxx**

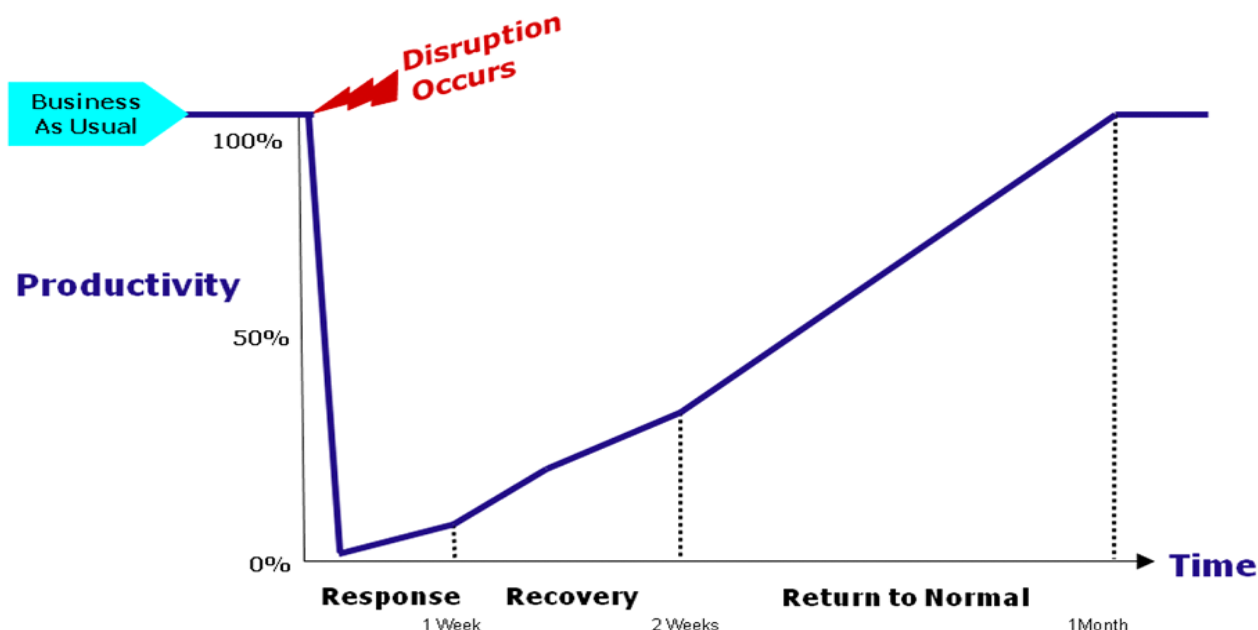
How to use the FSPG Business Continuity Plan

The Food Standards Agency has an agreed recovery strategy and emergency management arrangements in the event of an unplanned disruption affecting its offices in London, York, Cardiff, Belfast or Aberdeen.

The Silver Team (See **Appendix 1**) will take responsibility for the coordination of the response following a disruption, and will provide direction and assistance to Divisional Heads / Team Leaders throughout the period of that disruption.

This plan should be used to support the response and recovery of business activities for FSPG.

Scope of the Plan:



In the event of a disruption:

- Read **Section 1** for the agreed **Recovery Strategy** for the Food Standards Agency
- Turn to **Section 2 – Initial Response** and follow the action list
- Follow the actions in **Section 3 – Business Recovery**

- Use the supporting information included in the **Appendices** as required

Contents

Section 1	Recovery Strategy Overview	3
Section 2	Initial Response	8
Section 3	Business Recovery	9
Appendix A:	Contact Details	12
A.1 – Silver Team	12	
A.1(I) - Silver Team Deputies	16-18	
A.2 – FSPG Business Recovery Team	- 37 -18	
A.3 – FSPG Staff Contact List	- 38 -19	
A.4 – Other Key FSA Contacts	- 45 -21	
A.5 – External Contacts	22	
Appendix B:	Communicating With Staff	23
B.1 – Staff Emergency Information	23	
B.2 – Call Procedures	24	
B.3 – Telephone Log	25	
Appendix C:	Business Critical Activities	26
Appendix D:	Recovery Requirements	27
D.1 – Accommodation	27	
D.2 - IT Systems	27	
D.3 – Other Resources Required	28	
Appendix E:	Vital Records	29
Appendix F:	Recovery Locations	30
F.1 – Foss House (York)	30	
F.2 – Aviation House (London)	31	
F.3 – FSA Wales	32	

F.4 – Recovery Location of 10 a-c Clarendon House (FSA NI) 32

Appendix G: Plan Distribution33

Appendix H: Change Control33

Appendix I: Incident Log.....34

Recovery Strategy Overview

Food Standards Agency Emergency Organisation Structure

In the event of a major/critical event, the response will be activated by the appropriate Gold Team. The primary focus of the Gold Team is to set the strategic response to the event.

The Gold Team will be supported by the Silver Team who will co-ordinate and organise the response to the event in liaison with the Gold Team and Divisional Heads/Team Leaders.

The Gold Team members are: Chief Executive, FSA Wales Director, FSA Northern Ireland Director, Director of Policy, Chief Operating Officer, Director of Openness, Data and Digital, Director Regulatory, Legal and Strategy, and Director Finance Strategy and Planning..

Divisional Heads/Team Leaders will be responsible for cascading information and keeping in touch with their staff as well as liaising with the Silver Team to ensure a co-ordinated resumption of all activities. Call procedures are at Appendix B2.

Business Recovery Priorities

- A Business Impact Analysis has identified those areas of the Agency's work which are Business Critical and must be maintained during a business continuity event. This has been agreed with the Executive Management Team.
- **Food safety incident response is a priority and must be recovered as soon as possible but within 24 hours.**
- **Support to field staff to maintain critical operations is also a priority and must be recovered with 12 hours.**
- An assessment of work activities for FSPG Division is included in this plan.

Accommodation

- Key staff will be relocated to the recovery site (Where appropriate):

Location	Recovery Site (See Appendix F for maps and directions to the sites)	
Aviation House, London	[Section 31]	
Foss House, York	[Section 31]	
Southgate House, Cardiff	[Section 31]	[Section 31]
10a-c Clarendon Road, Belfast	[Section 31]	

IT Systems

If the power is lost to (building) the following services will be lost:

Building	Building Staff (including remote users usually based there)	Staff based in other offices
Aviation House	• [Section 31]	• [Section 31]
Foss House	• [Section 31]	[Section 31]
Southgate House, Cardiff	• [Section 31]	• [Section 31]
10a-c Clarendon House, Belfast	• [Section 31]	• [Section 31]

[Section 31] Other systems will be restored according to incident priority.

Telephones

- The Emergency Information Line will be activated remotely and will be updated regularly to keep staff informed.

Business Recovery Timescales

- Each Division has its own business critical recovery timescales. The Silver Team will provide direction and guidance to assist the recovery of business functions and their business critical activities.

Initial Response

The agreed objectives immediately following a disruption are outlined in the table below. Against each objective are the actions to be followed to ensure the objective is met, together with a tick box to record when the action is completed.

DURING OFFICE HOURS	OUTSIDE OF OFFICE HOURS
Evacuate the building and report to your assembly	You will be contacted to notify you of the

DURING OFFICE HOURS	OUTSIDE OF OFFICE HOURS
<p>point as directed...</p> <p>Follow the published Emergency Procedures, and any special announcements</p> <p>If assembly points are inside a cordon established by the emergency services direct staff to the alternative assembly point (as given in Emergency Procedures)</p>	<p>disruption...</p> <p>On receiving a call informing you of a disruption, take details of</p> <p>What has happened;</p> <p>What message you should cascade to staff.</p>
<p>Communicate with staff...</p> <p>Direct staff to stay with their Divisional colleagues and to go immediately to the assembly point. They should take personal belongings with them if close to hand.</p> <p>Keep staff informed at assembly points until a decision has been made about whether the building is likely to become available again soon.</p> <p>If not, send staff home and tell them to await instructions. Remind them to use the Emergency Information Line and FSA website for updates (see Appendix B).</p> <p>If any of your staff do not have their personal belongings with them and the evacuation is likely to be prolonged, seek the Silver Team advice on directing these staff to another assembly point to receive support.</p>	<p>Communicate with staff...</p> <p>Initiate the call cascade, contacting all your Divisional staff.</p> <p>Tell staff what has happened and what you want them to do, e.g. stay at home and await instructions.</p>

Objective	Action	Assigned to	✓
Establish contact with the Silver Team (See Appendix A)	<p>Make yourself available to the Silver Team Leader or a Silver Team member (if you have not already been contacted) to receive instructions to pass on to your staff. (The Silver Team is responsible for providing direction during the disruption and will normally contact the Business Recovery Team Leader to confirm recovery requirements.)</p> <p>Confirm contact details for your Division with the Silver Team and agree how updates / progress will be reviewed and communicated.</p>		
Contact members of the divisional Business Recovery Team	The Team Leader should decide whether to meet Team members/ Heads of Branch to establish recovery requirements and current business issues.		
Recover business critical activities	Follow the Business Recovery actions in Section 3 .		

Business Recovery

The Silver Team will provide direction and guidance to assist the recovery of each division's business critical activities. Follow the actions below and record when actions are completed.

Objective	Action	Assigned to	✓
Review business critical activities	Review business critical activities (see Appendix C). Identify actions necessary to carry out business activities confirmed as critical. Arrange for the retrieval of any vital records stored off-site (Appendix E).		
Maintain communication with the Silver Team	Inform the Silver Team of the current operational situation for your Division. Consider: Human Resource issues Business issues Other resource issues (accommodation, IT). Confirm with the Silver Team how any accommodation, IT or HR issues should be dealt with. Agree with the Silver Team the message to be cascaded to staff. Agree with the Silver Team the message to be given to external organisations.		
Ensure effective on-going communication with staff	Ensure all your Heads of Branch are clear about the message to be given to staff. Read the contact procedures in Appendix B.2 . Contact your Divisional staff using the Staff Contact List in Appendix A.3 , updating them on the situation. Consider providing each staff member with a Division contact number and confirm with them how they can be contacted. Remind staff to use the Emergency Information Line and website for updates (details in Appendix B.1). Report any staff welfare issues to the Silver Team.		
Ensure effective on-going communication with other Food Standards Agency staff	Identify which other Agency staff need to be contacted (contact details are included within Appendix A.4). Delegate to other staff of your Division where possible. Ensure all members of your Divisional Business Recovery Team are clear as to the message to be given. Establish your Division's contact points. Contact and update other Agency staff as necessary.		
Update external organisations as necessary	Review dependencies in Appendix A.5 . Identify which external organisations need to be contacted. Ensure that all your Divisional staff are clear what message should be given to external organisations. Establish your Divisional contact points for each external organisation. Contact and update external organisations as necessary.		
Arrange for critical staff to relocate to the recovery site	The Silver Team will advise how many positions are available at the recovery site, when positions will be available and also which staff are able to work remotely. Confirm with the Silver Team which external contacts need to be informed.		
Review divisional issues and priorities	Re-assess issues and priorities for the division at regular intervals and liaise with the Silver Team Status of primary site Status of business critical activities People issues		

Objective	Action	Assigned to	✓
	News media attention / reaction		

Appendices

Supporting Information

Appendix A: Contact Details

A.1 – The Silver Team

Building	Name	Silver Team Role	Contact Numbers		E-mail
Aviation House	Richard Hoskin	Head of incidents and Resilience Unit	Office: Home: Mob:	01904 [Section 40]	richard.hoskin@foodstandards.gsi.gov.uk
	[Section 40]	Business Continuity Manager	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	Building Manager	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	Estates Manager	Office: Home: Mob:	[Section 40]	[Section 40]
	Justin Everard	Comms	Office: Home: Mob:	020 7276 [Section 40]	Justin.everard@foodstandards.gsi.gov.uk
	Jo Bushnell	HR	Office: Home: Mob:	[Section 40]	Jo.bushnell@foodstandards.gsi.gov.uk
	Addeel Khan	Internal Comms	Office: Home: PMob: W Mob:	020 7276 [Section 40]	Addeel.khan@foodstandards.gsi.gov.uk
	Phillippa Tasselli	Head of IT Services	Office: Mob: Home:	01904 [Section 40]	Phillippa.Tasselli@foodstandards.gsi.gov.uk
Foss House	[Section 40]	Business Continuity Manager	Office: Home: Mob:	[Section 40]	[Section 40]
	Simon Dawson	Head of Operations Assurance Division	Office: Home: Mob:	0207276 [Section 40]	Simon.dawson@foodstandards.gsi.gov.uk

Building	Name	Silver Team Role	Contact Numbers		E-mail
	Phillippa Tasselli	Head of IT Services	Office: Mob: Home:	01904 [Section 40]	Phillippa.Tasselli@foodstandards.gsi.gov.uk
	Steve Benn	HR	Office: Home: Mob:	01904 [Section 40]	Steve.benn@foodstandards.gsi.gov.uk
FSA Northern Ireland	Roberta Ferson	FBS&C	Office: Home: Mob:	028 9041 [Section 40]	roberta.ferson@foodstandards.gsi.gov.uk
	[Section 40]	FBS&C	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	FBS&C	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	Business Continuity Manager	Office: Home: Mob:	[Section 40]	[Section 40]
FSA Wales	Helen George	Head Business Support and Communications	Office: Home: Mob:	02920 [Section 40]	helen.george@foodstandards.gsi.gov.uk
	[Section 40]	Business Support Officer	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	Business Continuity Manager	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	Head of Consumer Protection	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	Business Support and Communications	Office: Home: Mob:	[Section 40]	[Section 40]

A1 (i) SILVER TEAM DEPUTIES**Membership depending on event**

<i>Building</i>	<i>Name</i>	<i>Silver Team</i>	<i>Contact Numbers</i>		<i>E-mail</i>
Aviation House	Rebecca Merritt	Head of Resilience	Office: Home: Mob:	020 7276 [Section 40]	Rebecca.merritt@foodstandards.gsi.gov.uk
	[Section 40]	Resilience Team	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	Deputy Estates Manager	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	Assistant Contract	Office: Home:	[Section 40]	[Section 40]

		Manager	Mob:		
	Addeel Khan	Comms Manager	Office: Home: Mob:	0207276 [Section 40]	Addeel.khan@foodstandards.gsi.gov.uk
	Steve Benn	Human Resources	Office: Mob:	01904 [Section 40]	Steve.benn@foodstandards.gsi.gov.uk
	Rose Oliver	IT Services	Office: Home: Mob W Mob P:	01904 [Section 40]	Rose.oliver@foodstandards.gsi.gov.uk
Foss House	[Section 40]	Business Continuity Manager	Office: Home: Mob:	[Section 40]	[Section 40]
	Julia Williams	Operations	Office: Home: Mob:	01904 [Section 40]	Julia.Williams@foodstandards.gsi.gov.uk
	Vacancy	Acting Delivery Manager	Home: Mob:	[Section 40]	[Section 40]
	Steve Benn	Employee Relations and Policy Adviser	Office: Home: Mob:	01904 [Section 40]	Steve.benn@foodstandards.gsi.gov.uk
	Rose Oliver	IT Services	Office: Mob P:	01904 [Section 40]	Rose.oliver@foodstandards.gsi.gov.uk
Clarendon House	[Section 40]	FBS&C	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	FBS&C	Office: Home: Mob:	[Section 40]	[Section 40]
	[Section 40]	FBS&C	Office: Home: Mob:	[Section 40]	[Section 40]
Southgate House	[Section 40]	Business Support Officer	Office: Home: Mob:	[Section 40]	[Section 40]

A.2 – FSPG Business Recovery Team

Name	Role	Contact Numbers		E-mail/ Other Details
Chris Hitchen	Director of Finance and Strategic Planning	Office: Home: Mob:	01904 [Section 40]	Chris.hitchen@foodstandards.gsi.gov.uk
Martin Brewer	Head of Accounting	Office: Home: Mob: Mob:	01904 [Section 40]	Martin.brewer@foodstandards.gsi.gov.uk
Richard Collier	Head of Finance - Charging	Office: Home: Mob: Mob:	01904 [Section 40]	Richard.collier@foodstandards.gsi.gov.uk
Matthew Walker	Operational Finance and Payroll Manager	Office: Home: Mob:	01904 [Section 40]	Matthew.Walker@foodstandards.gsi.gov.uk
Vacancy	Head of Procurement	Office: Home: Mob:		
Phillippa Tasselli	Head of IT Services	Office: Mob: Home:	01904 [Section 40]	Phillippa.Tasselli@foodstandards.gsi.gov.uk
Richard McLean	Head of Planning, Performance and Change	Office: Home: Mob:	020 7276 [Section 40]	richard.mclean@foodstandards.gsi.gov.uk
Nick Bernard	Head of Finance Business Partners	Office: Home: Mob:	01904 [Section 40]	Nick.Bernard @foodstandards.gsi.gov.uk

A.3 – FSPG Staff Contact List

Branch	Name	Contact Numbers	Home E-mail / Other details	Remote Access Y/N	Can Work From Home Effectively Y/N	Key Staff K=Key D=Deputy (or blank)
Finance – Accounting	[Section 40]	Office: 01904 [Section 40]		Y	Y	
Finance – Accounting	[Section 40]	Office: 01904 [Section 40]		Y	Y	
Finance – Accounting	[Section 40]	Office: 01904 [Section 40]		Y	Y	
Finance – Accounting	[Section 40]	Office: 01904 [Section 40]		Y	Y	

Branch	Name	Contact Numbers	Home E-mail / Other details	Remote Access Y/N	Can Work From Home Effectively Y/N	Key Staff K=Key D=Deputy (or blank)
Finance – Accounting	[Section 40]	Office: 01904 [Section 40]		Y	Y	
Finance – Accounting	[Section 40]	Office: 01904 Home: [Section 40]		Y	Y	
Finance – Accounting	[Section 40]	Office: 01904 Home [Section 40]		Y	Y	
Finance– Business Partners	[Section 40]	Office: 01904 Home: [Section 40]		Y	Y	
Finance– Business Partners	Dominic Waggett	Office: 0207 276 (P) [Section 40]		Y	Y	
Finance– Business Partners	[Section 40]	Office: 01904 [Section 40]		Y	Y	
Finance– Business Partners	[Section 40]	Office: 0207 276 Mob: [Section 40]		Y	Y	
Finance– Business Partners (Temp)	[Section 40]	Office: 01904 Mob: [Section 40]		Y	Y	
Finance– Business Partners	[Section 40]	Office: 01904 [Section 40]		Y	Y	
Finance - Payroll	[Section 40]	Office: 01904 [Section 40]		Y	N	
Finance - Payroll	[Section 40]	Office: 01904 [Section 40] Home: Mob:		Y	N	
Finance - Systems	[Section 40]	Office: 01904 Home [Section 40] Mob:		Y	Y	
Finance - Payroll	[Section 40]	Office: 01904 [Section 40] Home: Mob:		Y	N	
Finance - Payroll	[Section 40]	Office: 01904 Home: [Section 40] Mob:		Y	N	

Branch	Name	Contact Numbers	Home E-mail / Other details	Remote Access Y/N	Can Work From Home Effectively Y/N	Key Staff K=Key D=Deputy (or blank)
		Mob				
Finance - Charging	[Section 40]	Office: 01904 Home: [Section 40] Mob:		Y	Y	
Finance – Revenue Accounting	[Section 40]	Office: 01904 Home: [Section 40] Mob:		Y	Y	
Finance – Revenue Accounting	[Section 40]	Office: 01904 [Section 40] Mob:		Y	N	
Finance – Revenue Accounting	[Section 40]	Office:01904 [Section 40] Home:		Y	N	
Finance – Revenue Accounting	[Section 40]	Office: 01904 [Section 40] Home: Mob:		Y	N	
Finance – Revenue Accounting (Temp)	[Section 40]	Office: 01904 [Section 40] Mob:	Declined to give contact number. Contact via Temp Agency	N	N	
Finance – Revenue Accounting (Temp)	[Section 40]	Office: 01904 [Section 40] Home: Mob:	Declined to give contact number. Contact via Temp Agency	N	N	
Procurement	Karen Benton	Office: 01904 [Section 40] Home: Mob: Mob:		Y	Y	
Procurement	[Section 40]	Office: 01904 [Section 40] Home: Mob:	[Section 40]	Y	Y	
Procurement	[Section 40]	Office: 01904 [Section 40] Home: Mob	[Section 40]	Y	Y	
Procurement	[Section 40]	Office: 01904 [Section 40] Home: Mob		Y	Y	
Procurement	[Section 40]	Office:01904 [Section 40] Mob:		Y	Y	
Procurement	[Section 40]	Office: 01904 [Section 40]		Y	Y	

Branch	Name	Contact Numbers	Home E-mail / Other details	Remote Access Y/N	Can Work From Home Effectively Y/N	Key Staff K=Key D=Deputy (or blank)
		[Section 40] Home: Mob: Mob:				
Procurement	[Section 40]	Office: 01904 [Section 40] Home: Mob: Mob: (P)		Y	Y	
Procurement	[Section 40]	Office: 01904 [Section 40] Home: Mob: Mob:		Y	Y	
Procurement	[Section 40]	Office [Section 40] Mob		Y	Y	
IT	Phillippa Tasselli	Office:01904 [Section 40] Home: Mob:) Mob:		Y	Y	
IT	[Section 40]	Office: 01904[Section 40] Home: Mob: Mob:		Y	Y	
IT	Rose Oliver	Office: 01904 [Section 40] Home: Mob:		Y	Y	
IT	[Section 40]	Office: 01904 [Section 40] Home: (FSA) Mob:		Y	Y	
IT	[Section 40]	Office: 01904 [Section 40] Home: Mob: Mob		Y	Y	
IKM	[Section 40]	Office: 01904 [Section 40] Mob:		Y	Y	
IKM	Jenny Desira	Office: 01904 [Section 40] Home: Mob:		Y	Y	

Branch	Name	Contact Numbers	Home E-mail / Other details	Remote Access Y/N	Can Work From Home Effectively Y/N	Key Staff K=Key D=Deputy (or blank)
IKM		Office: 0207 [Section 40] Mob:		Y	Y	
IKM	Sian Thomas	Office: 0207 [Section 40] Home Mob Mob:		Y	Y	
IKM	[Section 40]	Office: 01904 [Section 40] ob:		Y	Y	
IKM	[Section 40]	Office: 01904 [Section 40] Home: Mob:	[Section 40]	Y	Y	
IKM	[Section 40]	Office: 01904 [Section 40] Home: Mob:	[Section 40]	Y	Y	
IKM	[Section 40]	Office: 01904 [Section 40] Home: Mob:	[Section 40]	Y	Y	
IKM	[Section 40]	Office: 01904 [Section 40] Home: Mob:	[Section 40]	Y	Y	
IKM	[Section 40]	Office: 01904 [Section 40] Home: Mob:	[Section 40]	Y	Y	
IKM	[Section 40]	Office: 01904 [Section 40] Home: Mob:	[Section 40]	Y	Y	
IKM (Temp)	[Section 40]	Office: 01904 [Section 40] Home: Mob:	[Section 40]	Y	Y	
Estates	[Section 40]	Office: 020 7276 [Section 40] Home: Mob: Mob:		Y	Y	
Estates	[Section 40]	Office: 0207276 [Section 40] Home: Mob		Y	Y	
Security	[Section 40]	Office: 01904[Section 40] Home: Mob: Mob:		Y	Y	

Branch	Name	Contact Numbers	Home E-mail / Other details	Remote Access Y/N	Can Work From Home Effectively Y/N	Key Staff K=Key D=Deputy (or blank)
Estates	[Section 40]	Office: 0207276[Section 40] Home: Mob:		Y	Y	
Security	[Section 40]	Office: 0207276 [Section 40] Home: Mob: Mob:		Y	Y	
Planning and Performance	Lindsay Hoult	Office: 0207276 [Section 40] Home: Mob:		Y	Y	
Planning and Performance	Nicola Tomlinson	Office: 01904[Section 40] Home: Mob:		Y	Y	
Planning and Performance	[Section 40]	Office: 01904 [Section 40] Home: Mob: Mob:		Y	Y	
Planning and Performance	Emma Peleshok	Office: 01904 [Section 40] Mob: Mob		Y	Y	
Planning and Performance	[Section 40]	Office: 01904 [Section 40] Home: Mob: Mob:		Y	Y	
Planning and Performance	[Section 40]	Office: 0207276 [Section 40] Mob:		Y	Y	
Planning and Performance	[Section 40]	Office: 0207276 [Section 40] Home: Mob:		Y	Y	
Planning and Performance	[Section 40]	Office: 0207276 [Section 40] Home Mob:		Y	Y	
Planning and Performance	[Section 40]	Office: 01904 Mob:		Y	Y	
Planning and Performance	[Section 40]	Office: 01904 [Section 40]		Y	Y	

Branch	Name	Contact Numbers	Home E-mail / Other details	Remote Access Y/N	Can Work From Home Effectively Y/N	Key Staff K=Key D=Deputy (or blank)
		Mob:				
Planning and Performance	Tracey Congdon	Office: 01904 [Section 40] Home: Mob:		Y	Y	
Planning and Performance	[Section 40]	Office: [Section 40] Home: Mob:		Y	Y	
Planning and Performance	Toni Smith	Office: 0207 276 [Section 40] Home: Mob:		Y	Y	
Planning and Performance	David Lowe	Office: [Section 40] Home: Mob: Mob:		Y	Y	
Planning and Performance	[Section 40]	Office: 01904 [Section 40] Home: Mob:		Y	Y	
Planning and Performance	[Section 40]	Office: 0207 276 [Section 40] Home: Mob: Mob		Y	Y	
Planning and Performance	[Section 40]	Office: 01904 [Section 40] Mob: Mob:		Y	Y	
Planning and Performance	John Thursfield	Office: 01904 [Section 40] Mob:		Y	Y	
Planning and Performance (Temp)	[Section 40]	Office: 01904 [Section 40] Mob:)		Y	Y	
Planning and Performance	Micah McGuire	Office: 0207 276 [Section 40] Mob:		Y	Y	
Planning and Performance	Michael Todd	Office: 01904 [Section 40] Home Mob: Mob:		Y	Y	

A.4 – Other Key FSA Contacts

Contact Name (Division/Branch)	Reason for Dependency	Contact Numbers	Email
CAPITA	IT Helpdesk	0207 276 8282	IT.Servicedesk@foodstandards.gsi.gov.uk
HR	HR Transaction Team	0207 276 8100	HQ.humanresources@foodstandards.gsi.gov.uk
[Section 40]	BCO Wales	Office: 02920 [Section 40]	[Section 40]
[Section 40]	BCO Northern Ireland	Office: 02890 [Section 40]	[Section 40]
		Office: Home: Mob:	
		Office: Home: Mob:	
		Office: Home: Mob:	
		Office: Home: Mob:	

A.5 – External Contacts

Organisation/ Service	Contact Name	Contact Numbers	Other contact details (e-mail, fax, pager)	Comments
(Finance Revenue) Flint Bishop	[Section 40]	[Section 40]	[Section 40]	The Legal database of debtors accessed through their website.
	[Section 40]	[Section 40]	[Section 40]	
(Finance Accounting) Treasury	[Section 40]	[Section 40]	[Section 40]	Health Spending Team
(Finance Accounting) Treasury - Cash Management	[Section 40]	[Section 40]	[Section 40]	Monitors Citi bank accounts and process funding requests for Westminster.
(Finance Accounting) GBS – HMRC	[Section 40]	[Section 40]	[Section 40]	Manage the Government Banking Service. Monitor account balances. Report non- compliance with rules on balances.
(Finance Payroll) Midland HR Helpdesk	[Section 40]	[Section 40]		Payroll Software Issues/Questio ns
(Finance Payroll) HMRC Employer's Helpline	[Section 40]	0300 200 3200		HMRC related Issues
(Finance Payroll) HMRC Employee's	[Section 40]	0845 300627		HMRC related Issues

Organisation/ Service	Contact Name	Contact Numbers	Other contact details (e-mail, fax, pager)	Comments
Helpline				
(Finance Payroll) National Insurance Contributions Office	[Section 40]	[Section 40]		N.I. Related Issues
(Finance Payroll) CSA Employers Helpline	Helpdesk	0845 7136010		Child Support Issues
(Finance Payroll) CSA Employees Helpline	Helpdesk	0845 6090082		Child Support Issues
(Finance Payroll) AEP Ultra Electronics	[Section 40]	[Section 40]	[Section 40]	PayGate Online BACS System - Technical Support
(Finance Payroll) AEP Ultra Electronics	Helpdesk	01462 708444	[Section 40]	PayGate Online BACS System - Technical Support
(Finance Payroll) Natwest BACS Helpline	Helpdesk			Smart Card BACS Files Issues
(Finance Payroll) Natwest Bank Relationship Manager	[Section 40]	[Section 40]		

Organisation/ Service	Contact Name	Contact Numbers	Other contact details (e-mail, fax, pager)	Comments
(Finance Payroll) RBSG	N/A	[Section 40]	Fax No	Sending BACS Recall Form
(Finance Payroll) Government Banking Services	Helpdesk	[Section 40]	[Section 40]	
[Section 40]	[Section 40]	[Section 40]	[Section 40]	[Section 40]
(Finance Payroll) LPFA - Local Government Pension Administrator s	[Section 40]	[Section 40]	[Section 40]	FSA Pensions Service Manager
(Finance Payroll) MYCSP - Civil Service Pension Administrator s	[Section 40]	[Section 40]	[Section 40]	Systems Support
(Finance Payroll) MYCSP - Civil Service Pension Administrator s	[Section 40]	[Section 40]	[Section 40]	Client Relationship Manager
(Finance Payroll) MYCSP - Civil Service Pension Administrator	[Section 40]	[Section 40]	[Section 40]	Pensions C2 Team Manager

Organisation/ Service	Contact Name	Contact Numbers	Other contact details (e-mail, fax, pager)	Comments
S				
(Finance Payroll) Sort Codes - Online	[Section 40]	[Section 40]	helpdesk@sortingcodes.co.uk	
(Finance Payroll) Royal Mail	Helpdesk	03457 740740	info@royalmail.com	Royal Mail Account - Pre Paid Mail.
(Finance Payroll) HASSRA	[Section 40]	[Section 40]	[Section 40]	CSD HASSRA Central Support
(Finance Payroll) HASSRA	Corporate Services	07876 131289		
(Finance Payroll) Shared Services Division	Enquiry line	0845 6037262		CHAPS Payment Requests
Finance	SSCL Shared Services Connected Ltd	0845 603 7262	[Section 40]	Enquiries Non Match Batches CHAPS & Foreign Payments GL Uploads for payroll costings

Appendix B: Communicating With Staff

B.1 – Staff Emergency Information

Emergency Information Line –[Section 31]

The Food Standards Agency's Emergency Information Line will be updated regularly throughout any disruption, providing Agency staff with the latest information on the status of the situation. Details of how to set up or change messages are shown in the Security and Accommodation Services Task Plan.

Staff will also be contacted by their line manager, who will instruct them what to do and provide additional updates.

The Food Standards Agency Website - www.food.gov.uk

The Food Standards Agency website will be updated throughout any disruption, providing information about the disruption to stakeholders about how the Agency will operate throughout the duration of the disruption.

The website will also be updated with information for staff at:

www.food.gov.uk/continuity

B.2 – Call Procedures

These procedures **must** be followed when notifying staff of an incident. Before making any calls, decide what you want to say and what you want the person being called to do.

a) If the person you are calling answers the phone:

- Speaking calmly and clearly, give a brief report of the current situation
- Check that the person being called is fit, able and available for work
- Provide details of the location from where the recovery process will be co-ordinated, together with a contact telephone number
- If required, advise the person to report to a specified recovery site (discuss arrangements and timescales). Alternatively, instruct them to work from home if required or request that they stand by and await further instructions
- Emphasise that they should not discuss the situation with anyone external to the Agency
- Update the Telephone Log (see **Appendix B.3**) to confirm that contact has been made, with any relevant comments

b) If someone else answers the phone, and the person you are calling is not available:

- Say: “It is very important that I contact **--name--**; is there a telephone number where I can contact him / her?”

If **YES**, record the number and start the process again

If **NO**, leave a message saying: “Please ask **--name--** to contact me urgently on **--contact telephone number--**”

Note: If the person is believed to be at the disrupted building and may have been involved in the incident, advise that you will contact him / her at work. Do not discuss the situation with the person answering the telephone.

- Update the Telephone Log (see **Appendix B.3**), recording relevant comments against the name of the person being contacted

c) If the phone is engaged:

- Update the Telephone Log (see **Appendix B.3**) against the person being contacted. Call back in 5 to 10 minutes
- If the telephone is repeatedly engaged (say, after 3 attempts), consider calling the operator and requesting call interrupt

d) If there is no reply:

- Try another contact number. Update the Telephone Log (see **Appendix B.3**) against the person being contacted

- e) If there is an answering machine or message service:**

- ### B.3 – Telephone Log

[illegible]

Appendix C: Business Critical Activities

The following table shows business critical activities for the division where the impact of not carrying them out has been assessed as **Severe** or **Significant**.

The business critical grade should be revised for each activity at the time of a disruption to reflect the current situation, and any immediate actions recorded.

Update following a disruption

Lead Branch	BP No	Business Activity	Business Critical Grade	Immediate Actions

Appendix D: Recovery Requirements

D.1 – Accommodation

The following table summarises the number of workspace positions required following a disruption (each position is assumed to include a desk, chair, telephone, PC and network connection).

Numbers are based on business critical activities, and should be revised to reflect actual needs at the time of a disruption.

Branch	After 1 day	After 1 wk	Comments

D.2 - IT Systems

The following IT systems have been identified by FSPG to support its business critical activities.

Branch	Systems required	Needed by (1 day, 3 days, 1 wk)	Comments

D.3 – Other Resources Required

Branch	Resource Details	Location (or who will provide?)	Comments

Appendix E: Vital Records

The table below highlights the location of vital records that are either stored off-site or, in the event that access to any FSA building is available for a short period, where they are located within the building.

Item	Media	Person Responsible	Location	Retrieval Instructions/ Comments

Appendix F: Recovery Locations

F.1 – [Section 31] – Recovery Location of Aviation House

[Section 31]

[Section 31]

Tel: [Section 31]

Arriving by:	Directions
Car	[Section 31]
Air	[Section 31]
Train	[Section 31]

F2 [Section 31]

[Section 31]

[Section 31] RECOVERY location OF FOSS HOUSE

[Section 31]

[Section 31]

[Section 31],

[Section 31]

Arriving by:	
Public Transport	[Section 31].
Cycling or by Car	[Section 31]

F.3 – [Section 31] – Recovery location of Southgate House

[Section 31]	[Section 31]
--------------	--------------

Arriving by:	Directions
Car/Walk	[Section 31]
Air	[Section 31]
Train	[Section 31]

F.4 – Recovery location of 10a-c Clarendon House (FSA NI)

Consult with DFP – Properties division to check the availability of Government buildings in Belfast suitable for the needs of the individual event or disruption.

Appendix G: Plan Distribution

The table below show the distribution list of the plan.

Plan Holder

Appendix H: Control

The table below show details of when the plan is amended and any changes made.

Date	Updated By	Description of Changes
------	------------	------------------------

Updated		

Appendix I: Incident Log

A detailed log to be completed during an event.

Item	Event / Decision	Recorded by	Time	Date	Comments
