

Activities Impacted	Impact on people	Stakeholder Engagement/Comms Plan	
Product/services supply Purchasing Sales	Board of Directors Colleague job concerns Scaremongering	Internal: BTG Senior Management Finance	External: Authorities (HMRC) Media Trade Press
Impact Profile		Resources Required from the Business	
<ul style="list-style-type: none"> Possible significant reputational / brand impact Loss of customer confidence Possible significant financial penalties Trading restrictions Prosecution of Board Members Unplanned costs (Legal / Fines / Loss of rebates / Loss of sales / Loss of profit) 		Additional resource may be needed from the following business areas: <ul style="list-style-type: none"> Legal Marketing/PR (media, vendor, customer communications) Finance HR 	
Recovery Constraints		CMT's Key Tasks	
<ul style="list-style-type: none"> Media attention Vendor/Customer reaction BTG direction and requirements 		The CMT will be required to: <ul style="list-style-type: none"> Establish and secure all relevant information and action investigation to establish source/cause of incident Establish legal / contractual position and appropriate action to take Determine action to take in respect of any employees implicated (seek advice from HR) Take strategic decisions that manage the situation Liaise with relevant authorities involved in any investigation Manage key stakeholder communications (including website) Agree media and vendor/customer communications strategy Provide direction to the purchasing, sales, and commercial teams as to what message is to be communicated to vendors and customers Setup personal security measures for directors / family members as required Provide situation updates to the wider business Take all necessary action to mitigate the impact on the business and its customers 	

7. Horizon Scanning

'Horizon scanning' is crucial if emergent business continuity risk scenarios are to be identified before they develop into significant threats to the business. Horizon scanning is carried out as a regular, systematic activity. Overall responsibility for horizon scanning rests with the Operations Director who may delegate this role to other parties and/or convene appropriate risk workshops to highlight new risks. New business continuity risks may be considered by reference to a PESTEL analysis, reviewing possible new risks within the following categories

Political, Economic, Social, Technological, Environmental and Legal. When a new emergent Business Continuity risk has been identified by 'horizon scanning', an appropriate response plan should be defined, documented, and included as part of the BC Log within the ISO Measurement Log.

7.4 Departmental Continuity

At Department management level – Incident Management Team:

Documents noted below can be accessed via SharePoint, Hub, Crisis Management tile

Process Directory	
Crisis Management Owner: CMT	
Supporting Documentation	Event
PHX049 Crisis Continuity Plan	Threat to, or Loss of, Life
PHX049 Crisis Continuity Plan	Fire
PHX049 Crisis Continuity Plan	Fuel Spill
PHX049 Crisis Continuity Plan	Electricity Outage - Generator
PHX049 Crisis Continuity Plan	Full IT Systems Failure/Cyber Incident
PHX049 Crisis Continuity Plan	Brand/Reputational Damage (including Scandal and Corporate Wrongdoing)
Bids Department Owner: Bids	
PHX221 Bids Department Business Continuity Plan	Formulating bid responses
PHX221 Bids Department Business Continuity Plan	Prioritisation of bid responses
PHX221 Bids Department Business Continuity Plan	Commercial modelling
PHX221 Bids Department Business Continuity Plan	Framework management
PHX221 Bids Department Business Continuity Plan	Distribution and management of bids notification and clarifications and tender submissions
PHX221 Bids Department Business Continuity Plan	Vendors, Distribution and Subcontractor unavailability
PHX221 Bids Department Business Continuity Plan	Contracts Advance unavailability
PHX221 Bids Department Business Continuity Plan	SharePoint Outage
PHX221 Bids Department Business Continuity Plan	Office Applications Outage
PHX221 Bids Department Business Continuity Plan	Technical Outage

PHX221 Bids Department Business Continuity Plan	Technical Outage
PHX221 Bids Department Business Continuity Plan	Technical Outage
PHX221 Bids Department Business Continuity Plan	Technical Outage
PHX221 Bids Department Business Continuity Plan	Technical Outage
PHX221 Bids Department Business Continuity Plan	Customer Portal Outages
Facilities	
PHX104 Master Building Manual	Fuse Boards
PHX104 Master Building Manual	Stop Tap
PHX104 Master Building Manual	Generator
PHX104 Master Building Manual	Boiler House
PHX104 Master Building Manual	Drainage
PHX104 Master Building Manual	Fire Alarm
PHX104 Master Building Manual	Gas Suppression
PHX104 Master Building Manual	Intruder Alarm
PHX104 Master Building Manual	The Zone Alarm
PHX104 Master Building Manual	CCTV
PHX104 Master Building Manual	Keys
PHX104 Master Building Manual	Heating
PHX104 Master Building Manual	Car Chargers
PHX104 Master Building Manual	Septic Tank
PHX104 Master Building Manual	Air Conditioning
PHX104 Master Building Manual	Gardening
PHX104 Master Building Manual	Waste/Skips
PHX104 Master Building Manual	Utilities
PHX104 Master Building Manual	Locking the building
CRITICAL Finance Department	
PHX227 Finance Department Business Continuity Plan	Invoicing
PHX227 Finance Department Business Continuity Plan	Collecting cash
PHX227 Finance Department Business Continuity Plan	Paying suppliers
PHX227 Finance Department Business Continuity Plan	Bank Outage
PHX227 Finance Department Business Continuity Plan	Technical Outage
PHX227 Finance Department Business Continuity Plan	Technical Invoicing Outage

PHX227 Finance Department Business Continuity Plan	Technical Data
Human Resources and Administration	
PHX229 HR & Admin Department Business Continuity Plan	Payroll unavailability workaround
PHX229 HR & Admin Department Business Continuity Plan	New starter process
PHX229 HR & Admin Department Business Continuity Plan	Reception Duties
PHX229 HR & Admin Department Business Continuity Plan	Disciplinary
PHX229 HR & Admin Department Business Continuity Plan	Technical Online Outage - CV Management workaround
PHX229 HR & Admin Department Business Continuity Plan	HR Outage workaround
PHX229 HR & Admin Department Business Continuity Plan	Technical Outage workaround
PHX229 HR & Admin Department Business Continuity Plan	Payroll
PHX229 HR & Admin Department Business Continuity Plan	New starter process
PHX230 Internal IT Department Business Continuity Plan	HR Outage technical procedure
PHX230 Internal IT Department Business Continuity Plan	Technical procedure
CRITICAL Internal IT	
PHX230 Internal IT Department Business Continuity Plan	<u>DR Runbook - Activating Replica Systems at Secondary Site</u> <i>Alternative locations and hardcopies available.</i>
PHX230 Internal IT Department Business Continuity Plan	Team unavailability
PHX230 Internal IT Department Business Continuity Plan	Server Room Cooling
PHX230 Internal IT Department Business Continuity Plan	Knowledge Base
PHX230 Internal IT Department Business Continuity Plan	Core Infrastructure (Compute)
PHX230 Internal IT Department Business Continuity Plan	Core Infrastructure (Networking)
PHX230 Internal IT Department Business Continuity Plan	Mobile
PHX230 Internal IT Department Business Continuity Plan	Server Room Power
PHX230 Internal IT Department Business Continuity Plan	Hypervisor
PHX230 Internal IT Department Business Continuity Plan	Technical supplier support

PHX230 Internal IT Department Business Continuity Plan	HR System
PHX230 Internal IT Department Business Continuity Plan	Active Directory
PHX230 Internal IT Department Business Continuity Plan	Files
PHX230 Internal IT Department Business Continuity Plan	Mail
PHX230 Internal IT Department Business Continuity Plan	Invoicing
PHX230 Internal IT Department Business Continuity Plan	Payroll
PHX230 Internal IT Department Business Continuity Plan	SAM services
PHX230 Internal IT Department Business Continuity Plan	Web applications
PHX230 Internal IT Department Business Continuity Plan	Backup
PHX230 Internal IT Department Business Continuity Plan	ITSM
CRITICAL Managed Service Provision	
PHX238 Managed Service Delivery Department Business Continuity Plan	Team unavailability - Ticket response prioritisation
PHX238 Managed Service Delivery Department Business Continuity Plan	ITSM outage workaround
PHX238 Managed Service Delivery Department Business Continuity Plan	Skills unavailability
PHX238 Managed Service Delivery Department Business Continuity Plan	Knowledge Base outage workaround
PHX238 Managed Service Delivery Department Business Continuity Plan	Technical outage workaround
PHX238 Managed Service Delivery Department Business Continuity Plan	Technical outage workaround
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PHX238 Managed Service Delivery Department Business Continuity Plan	Technical outage workaround
PHX238 Managed Service Delivery Department Business Continuity Plan	Technical outage workaround
PHX230 Internal IT Department Business Continuity Plan	Technical outage
PHX230 Internal IT Department Business Continuity Plan	Technical support
CRITICAL Operations	

PHX234 Operations Department Business Continuity Plan	Requests
PHX234 Operations Department Business Continuity Plan	Shopping List
PHX234 Operations Department Business Continuity Plan	Held Orders
PHX234 Operations Department Business Continuity Plan	Pricing Products
PHX234 Operations Department Business Continuity Plan	Adding Enrolments
PHX234 Operations Department Business Continuity Plan	Placing orders
PHX234 Operations Department Business Continuity Plan	Price Lists
CRITICAL Sales	
PHX236 Sales Department Business Continuity Plan	Creating quotes
PHX236 Sales Department Business Continuity Plan	Placing orders
PHX236 Sales Department Business Continuity Plan	Sourcing and requesting product pricing
PHX236 Sales Department Business Continuity Plan	Assisting with Deal Registration submissions
PHX236 Sales Department Business Continuity Plan	Customer relationship management
PHX236 Sales Department Business Continuity Plan	Developing opportunities and quotation requests
PHX236 Sales Department Business Continuity Plan	Responding to tender requests
PHX236 Sales Department Business Continuity Plan	Maintain renewal business
PHX236 Sales Department Business Continuity Plan	Lead Management
PHX236 Sales Department Business Continuity Plan	Prioritisation of customer requests
PHX236 Sales Department Business Continuity Plan	Peer checking bid responses/pricing
PHX236 Sales Department Business Continuity Plan	Supporting on deals
PHX236 Sales Department Business Continuity Plan	Team Forecasting
PHX236 Sales Department Business Continuity Plan	Sales Forecasting to the Board
PHX236 Sales Department Business Continuity Plan	Vendors, Distribution and Subcontractor unavailability

7.5 Key External Contacts

<u>15 Key External Contacts</u>				
Function	Service	Primary Company	Contact Information	Info

7.5.1 Other contact details:

Report an environmental incident including: damage or danger to the natural environment pollution to water or land dead fish or fish gasping for air flooding from any river, stream, canal, natural spring or the sea	
Burst water main	
Fly tipping	
Pest nuisances	
Dangerous buildings or structures	

Version Control

<u>Author</u>	<u>Version</u>	<u>Date</u>	<u>Description</u>
Richard Foster	1.0	26/04/2017	Document submitted
Richard Barwick	2.0	02/08/2018	Amendments
Clare Metcalfe	3.0	07/03/2019	Amendments
Clare Metcalfe	4.0	04/04/2019	Communication Section
Amy Trimble	5.0	08/11/2019	Disaster Recovery Data Centre added to Key Suppliers
Amy Trimble	6.0	15/11/2019	Added Service Continuity Management
Amy Trimble	7.0	20/01/2020	Environmental Incident update
Shaun Tosler	8.0	5/09/2021	IT Environment Update, Change of Job Titles and Update Document Distribution
Amy Trimble	9.0	17/03/2022	Restructure of plan to adhere to ISO 22301 best practices. Guidelines on invoking and revoking plans. Inclusion of ExCo, KW, FM into the distribution list
Amy Trimble	10.0	20/10/2022	Review in line with PwC audit response

Document Approval

<u>Name</u>	<u>Version</u>	<u>Date</u>	<u>Position</u>
Clare Metcalfe	1.0	26/04/2017	Operations Director
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Clare Metcalfe	9.0	17/03/2022	Operations Director
Clare Metcalfe	10.0	20/10/2022	Operations Director

Signed: *Clare Metcalfe*

Clare Metcalfe, Operations Director

Dated: 20/10/2022

Call-Off Schedule 9 (Security)

Part A: Short Form Security Requirements

Not used

Part B: Long Form Security Requirements

Not used

Part C: Commodity Service Security Requirements

Definitions - In this Schedule the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

“ISMS” means the information security management system and process developed by the Supplier in accordance with paragraph 2 (ISMS) as updated from time to time; and

“Security Management Plan” means the Supplier's security management plan prepared pursuant to paragraph 2.

- 1 The Supplier will ensure that any Supplier system which holds any protectively marked Government Data will comply with:
 - the principles in the Security Policy Framework at <https://www.gov.uk/government/publications/security-policy-framework> and the Government Security Classification policy at <https://www.gov.uk/government/publications/government-security-classifications>
 - guidance issued by the Centre for Protection of National Infrastructure on Risk Management at <https://www.cpni.gov.uk/content/adopt-risk-management-approach> and Accreditation of Information Systems at <https://www.cpni.gov.uk/protection-sensitive-information-and-assets>
 - the National Cyber Security Centre's (NCSC) information risk management guidance, available at <https://www.ncsc.gov.uk/guidance/risk-management-collection>
 - government best practice in the design and implementation of system components, including network principles, security design principles for digital services and the secure email blueprint, available at <https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>

- the security requirements of cloud services using the NCSC Cloud Security Principles and accompanying guidance at <https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles>
- 2 If requested to do so by the Buyer, before entering into this Call-Off Contract the Supplier will, within 15 Working Days of the date of this Call-Off Contract, develop (and obtain the Buyer's Approval of) a Security Management Plan and an Information Security Management System. After Buyer Approval the Security Management Plan and Information Security Management System will apply during the Term of this Call-Off Contract. Both plans will protect all aspects and processes associated with the delivery of the Services.

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Call-Off Schedule 10 (Exit Management)

Part A: Long Form Exit Management Requirements

Not used

Part B: Short Form Exit Management Requirements

1. Within 20 (twenty) working days of the Start Date the Supplier must provide the Buyer with an exit plan which ensures continuity of service and which the Supplier will follow.
2. The Supplier must ensure that the exit plan clearly sets out the Supplier's methodology for achieving an orderly transition of the Services from the Supplier to the Buyer or its Replacement Supplier at the expiry or if the contract ends before the scheduled expiry.
3. The exit plan should set out full details of timescales, activities and roles and responsibilities of the Parties for:
 - the transfer to the Buyer of any technical information, instructions, manuals and code reasonably required by the Buyer to enable a smooth migration from the Supplier
 - the strategy for export and migration of Buyer data from the Supplier system to the Buyer or a Replacement Supplier, including conversion to open standards or other standards required by the Buyer
 - the transfer of project- specific IPR items and other Buyer customisations, configurations and databases to the Buyer or a replacement supplier
 - the testing and assurance strategy for exported Buyer data
 - if relevant, TUPE-related activity to comply with the TUPE regulations
 - any other activities and information which are reasonably required to ensure continuity of Service during the exit period and an orderly transition
4. When requested, the Supplier will help the Buyer to migrate the Services to a Replacement Supplier in line with the exit plan. This will be at the Supplier's own expense if the Call-Off Contract ended before the Expiry Date due to Supplier cause. Otherwise any additional costs incurred by the Supplier in providing such assistance shall be subject to the Variation Procedure.

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Call-Off Schedule 15 (Call-Off Contract Management)

1 Definitions

- 1.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

"Project Manager" the manager appointed in accordance with paragraph 2.1 of this Schedule;

2 Project Management

- 2.1 The Supplier and the Buyer shall each appoint a Project Manager for the purposes of this Contract through whom the provision of the Services and the Deliverables shall be managed day-to-day.
- 2.2 The Parties shall ensure that appropriate resource is made available on a regular basis such that the aims, objectives and specific provisions of this Contract can be fully realised.
- 2.3 Without prejudice to paragraph 4 below, the Parties agree to operate the boards specified as set out in the Annex to this Schedule.

3 Role of the Supplier Contract Manager

- 3.1 The Supplier's Contract Manager's shall be:
- 3.1.1 the primary point of contact to receive communication from the Buyer and will also be the person primarily responsible for providing information to the Buyer;
- 3.1.2 able to delegate his position to another person at the Supplier but must inform the Buyer before proceeding with the delegation and it will be delegated person's responsibility to fulfil the Contract Manager's responsibilities and obligations;
- 3.1.3 able to cancel any delegation and recommence the position himself; and
- 3.1.4 replaced only after the Buyer has received notification of the proposed change.
- 3.2 The Buyer may provide revised instructions to the Supplier's Contract Manager's in regards to the Contract and it will be the Supplier's Contract Manager's responsibility to ensure the information is provided to the Supplier and the actions implemented.
- 3.3 Receipt of communication from the Supplier's Contract Manager's by the Buyer does not absolve the Supplier from its responsibilities, obligations or liabilities under the Contract.

4 Contract Risk Management

- 4.1 Both Parties shall pro-actively manage risks attributed to them under the terms of this Call-Off Contract.
- 4.2 The Supplier shall develop, operate, maintain and amend, as agreed with the Buyer, processes for:
- 4.2.1 the identification and management of risks;
- 4.2.2 the identification and management of issues; and

4.2.3 monitoring and controlling project plans.

4.3 The Supplier allows the Buyer to inspect at any time within working hours the accounts and records which the Supplier is required to keep.

4.4 The Supplier will maintain a risk register of the risks relating to the Call-Off Contract which the Buyer's and the Supplier have identified.

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Annex: Contract Boards

The Parties agree to operate the following boards at the locations and at the frequencies set out below:

No additional boards

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Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

The Supplier shall provide Cora PPM licence subscription for the term of this Call-Off Contract (including any extensions) in the volumes set out below.

Licences:

Licence	Quantity requested in initial order
User Types	
Full User	103
Executive User	22
Resource-Only User	20
Modules	
Strategic Capacity Management	1

The Buyer shall be able to call-off the optional services below if this is needed during the Call-Off Contract Period.

Optional services:

Product	Quantity
Cora Focus Package	
Cora Professional Services	20

The Supplier shall also provide flexibility for the Buyer to call-off additional Cora licences, services and products, as and when this may be needed, throughout the Call-Off Contract Period. Any additional Cora licences or professional services under the Cora Focus Package purchased throughout the Call-Off Contract will be provided at a rate no higher than those in Call-Off Schedule 5 (Pricing Details).