

NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

Appendix 2: Disaster Recovery & Business Continuity Policy

Crisis Management: Office

NUMBER	ACTION	WHO	PHASE 1 IMMEDIATE	DONE
Crisis Management: Office				
1	Assessment Appraise the situation and confirm a disaster has occurred. Most Senior Manager present will assume the role of SMT Leader and will delegate tasks accordingly	SMT Leader	*	
2	Call Emergency Services	SMT Leader	*	
3	Evacuate as normal where Possible Take advice from emergency services	SMT Leader	*	
4	Identify employees who are Injured or Missing	SMT Leader	*	
5	Administer First Aid	First Aider	*	
6	Retrieve Business Recovery and Continuity Policy Assign a member of staff to go to the nearest location to retrieve a copy of the Business Recovery & Continuity Policy	SMT Leader	*	
7	Arrange for Next of Kin to be contacted	SMT Leader	*	
8	Invoke Policy Advise SMT members of the situation and agree assembly point and time for a meeting	SMT Leader	*	
9	Assess situation	SMT	*	

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

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	<p>Make an initial risk assessment of risk associated with the incident and take appropriate actions to minimise these, including (if safe to do so):</p> <ul style="list-style-type: none"> • evacuation of area • securing the building • turn off utilities 			
10	<p>If the incident happens out of hours It is likely that the Maintenance Manager who is on call will be notified. He should immediately contact the Director, if she is not available, the Maintenance Manager will act as SMT leader until the Director can be contacted.</p>	Maintenance Manager	*	
11	<p>Emergency Control Room Source location for emergency control room if necessary (Birgidale complex)</p>	SMT	*	
			*	
12	<p>Initial Damage Assessment If emergency services in attendance, no one will re-enter the building until permission is given by the emergency services. A Damage Assessment Report should be compiled, detailing:</p> <ul style="list-style-type: none"> • Extent of damage 	SMT	*	

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	<ul style="list-style-type: none"> • Key activities affected • Key staff affected • Systems affected • Building work required • Estimated length of time for reinstatement • Office space which can still be utilized. 			
13	Situation Review As soon as possible, hold a regroup meeting to establish the best way to get the office up and running. <ul style="list-style-type: none"> • Review Damage Assessment Report • Determine to what extent the Business Recovery and Continuity Action Policy is to be implemented 	SMT	*	
14	Internal Communication Agree message to be conveyed to all employees and Committee Members and assign two people to contact them. Record date and time of contact.	SMT	*	
15	External Communication Once the situation has been considered and the likely impact upon tenants and stakeholders determined, decide upon the appropriate contact that should be made. In some instances, it may be	SMT leader & SMT	*	

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	appropriate to make no contact at all. Contact stakeholders etc. as appropriate ensuring uniformity of message conveyed. Manage media contact – assess and deliver clear and concise message. Co- ordinate the contact with all relevant parties			
Loss of Office Stage 2				
1	Assess availability of resources <ul style="list-style-type: none"> Obtain information to confirm level of availability of each resource Determine time period that resource will be out of action Decide upon priorities for resource recovery 	SMT		
2	Decide upon recovery location <ul style="list-style-type: none"> Consider scale of incident/disruption Decide office accommodation – consider available local resources, workshop, Birgidale Complex other Associations, room in hotel or utilize part of existing office Arrange appropriate facilities/equipment for key staff 	SMT		
3	Review staffing <ul style="list-style-type: none"> Identify key staff required 	SMT		

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	<ul style="list-style-type: none"> Decide what must happen to staff Home working - if staff are sent home, contact must be maintained on a daily basis 			
4	Contact insurers <ul style="list-style-type: none"> Zurich Municipal (Andrew Shearer 07812265539) 	Maintenance Manager		
5	Make good the building (if it can be re-entered) <ul style="list-style-type: none"> Ensure that actions are being taken to restore the site Salvage usable resources Record movement of resources 	Maintenance Manager		

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