

# Alpha Plus

**Abbey College Cambridge**

# Business Continuity

# Plan 2021-2022

**Homerton Gardens, Cambridge, CB2 8EB**

## **Emergency Contact Numbers**

- 1. Lead: Julian Davies, Principal, 07920 802389**
- 2. Deputy: Mike Corbett, Director of Operations, 07467 955779**
- 3. SLT: Helen Walker, Director of Boarding (DSL), 07467 955782**
- 4. SLT: Carolyn Dunn, Vice Principal Pastoral, 07557 391498**
- 5. SLT: Andrew Humphris, Vice Principal Academic, 07469 851764**
- 6. Head Office contact: Richard Jones, 07771 790237**

## Purpose of document

The aim of this Business Continuity Plan is to document the measures that will be taken to mitigate the effects of any emergency that may affect the normal operations of Abbey College Cambridge to such an extent that it may damage the establishment's ability to deliver outstanding boarding and teaching to its students and its reputation or ability to remain competitive.

The objectives of the plan are to:

- Identify critical functions.
- Identify short-term resources required for supporting partial operation.
- Identify the procedures to be adopted to ensure rapid restoration of operations.
- Provide a clearly defined course of action in response to a major incident.

## Scope and definitions

*The plan should address the threats relevant to the organisation which could include:*

- *Severe weather (storm, snow, extreme heat)*
- *Loss of utilities (electricity, gas, water, telecommunications)*
- *Disruption of transport services*
- *Loss of premises or denial of access*
- *Large scale temporary absence of staff (industrial action, pandemic)*
- *Loss / non-availability of data or IT systems*

# Incident Management

Who needs to be contacted? E.g. emergency services, parents, children, insurance company, head office.

Start logging actions undertaken – see Appendix 1 for format.

Incident Management Checklist	
Actions	Completed (Date, Time, By Whom)
<b>On notification</b>	
Establish the nature of the incident	JD, MC, HW/CD
Decide if BCP needs to be invoked	JD, MC, HW/CD
Communicate with media if appropriate (See Appendix 2- protocol for crisis management/ media protocol)	Adrian Langham H.O Rossella Proscia
<b>Within 2 hours</b>	
Activate the plan	JD, MC, HW/CD
Start logging actions undertaken	JD, MC, HW/CD
Liaise with emergency services if applicable	JD, MC, HW/CD
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	JD, MC, HW/CD
Identify which critical functions have been disrupted	JD, MC, HW/CD
Mobilise business continuity / recovery teams for critical functions, and decide actions to be taken and in what timeframes	JD, MC, HW/CD in liaison with Head Office
Provide information to: <ul style="list-style-type: none"> <li>■ Staff</li> <li>■ Customers and suppliers</li> <li>■ Insurance company</li> </ul>	JD, MC, HW/CD in liaison with Head Office

Daily actions during recovery	
Review progress of recovery process and decide continued course of action	JD, MC, HW/CD in liaison with Head Office
Update if needed information to: <ul style="list-style-type: none"> <li>■ Staff</li> <li>■ Parents</li> <li>■ Other Key stakeholders (SUPPORT FROM HEAD OFFICE)</li> </ul>	JD, MC, HW/CD in liaison with Head Office
Provide appropriate public information to maintain the reputation of the organisation and keep relevant authorities informed (SUPPORT FROM HEAD OFFICE)	JD, MC, HW/CD in liaison with Head Office
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling).	JD, MC, HW/CD
Use information gained from the debrief to review and update this Business Continuity Plan	JD, MC, HW/CD
In the event that the incident occurs during an exam, refer to the Examinations Policy	JD, AH

## Making Contact with Alpha Plus Group (APG):

If the Principal deems the matter to be of sufficient seriousness, or if they are in any doubt, they should call either the Director of Schools or the Director of College Operations, to advise them of the details.

In their absence or unavailability, the person will call the CEO.

### Actions Arising:

If this Director (assuming it is not the CEO) determines the matter to be of sufficient concern, they will contact the CEO who will decide if the matter is to be managed as a crisis situation. In the absence or unavailability of the CEO, this Director will take this decision and perform the functions of the CEO outlined below.

If the decision is taken to manage the incident as a crisis situation, the following will occur:

1. The CEO will put together a team who will handle all aspects of the response to the issue. This team will include (as required by the situation):
  - the Head/Principal or the SLT member identified above should the Head/Principal be unavailable,
  - the relevant Director whether it be a school or a college,
  - the Director of Marketing,
  - the Director of Property, should the matter involve buildings or related infrastructure, utilities or be a Health & Safety issue
  - the Director of IT, if network or communications issues are involved
  - the Director of Finance, if financial resources or controls are at risk
2. This team will manage all aspects of the response to the crisis. The CEO shall lead this team and is authorised to make any decisions required
3. The team will decide on the type and nature of communications to parents and staff and other audiences as required
4. The Alpha Plus media protocol will continue to apply for dealing with media enquiries. The media protocol is reproduced at Appendix 2 for ease of reference.

### Contacts

Alpha Plus Group **main office number +44 (0)20 7487 6000**

Mark Hanley-Brown  
CEO

Tim Haynes  
Director of Colleges  
+44 (0)207 487 6000  
[tim.haynes@alphaplusgroup.co.uk](mailto:tim.haynes@alphaplusgroup.co.uk)

Rossella Proscia  
Director of Marketing  
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Jim Bowden  
Chief Financial Officer  
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Russell Seaman  
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Director of Governance and Standards  
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Adrian Langan  
+44 (0)7810 820312  
[adrian@langancommunications.com](mailto:adrian@langancommunications.com)

## Business Continuity and Recovery

[Head Teachers may wish to indicate scenario planning to cover loss of key staff; pandemic; fire damage; terrorism; gas/water leak. As a minimum key supplier contacts should be recorded including catering and cleaning]

Critical Function	Contact Details
Gas – National Gas Emergency Services	0800 111 999
Electricity – Power Cut helpline	0800 7838 838
Water – Anglian Water Emergencies	0845 714 5145
Sewage	
IT	Russell Seaman: 02074876000/
Security – Blackstone Security	07766 466223 (on-site) 07554 117989 (management)
Lifts – Schindler Lifts	0800 335566 (Location umber 10648301)
Alarms – The Alarm Company	01603 733920
Fire Alarm Monitoring	0800 716460 to stand down the fire brigade (password = green)
Building	Richard Jones: 02074876038/ 07771790237
If the building has to be evacuated/ cannot be used	Richard Jones: 02074876038/ 07771790237

SLT retain an up to date list of emergency contact numbers for all staff in the HR/SIMS database..

## Appendix 1

*To be used when recording all actions undertaken*

<b>Event Log</b>			
<b>Date / Time</b>	<b>Event / Information</b>	<b>By whom</b>	<b>Decision / Action Taken</b>
28/02/2020	Threat of Coronavirus Outbreak	Mike Corbett	Documented in the local ACC SLT folders.



## Appendix 2

### **Media Protocol Alpha Plus Group September 2017**

If a call from a media outlet comes to a nursery/school/college or Alpha Plus reception, the following will occur:

1. The person taking the call will take the name, number and media outlet of the person calling. They will tell the person that someone will get back to them ASAP. It is important that nothing further should be said. If caller persists, the person should politely repeat that someone will get back to them ASAP.
2. The person taking the call will immediately send the details of the call by email to [rossella.proscia@alphaplusgroup.co.uk](mailto:rossella.proscia@alphaplusgroup.co.uk) and [adrian@langancommunications.com](mailto:adrian@langancommunications.com) and will ask for confirmation that the email has been received. If no confirmation has been received within 30 minutes of the email being sent, the person should call Rossella/Adrian to confirm receipt.
3. Adrian Langan will then call the journalist and ascertain the nature of the enquiry and their deadline.
4. Following this, Adrian Langan will construct a response to the media enquiry, which will be signed off by Rossella Proscia, the Head or Principal of the institution affected and Jenny Stephen, Director of Schools and Colleges & should be copied to Mark Hanley-Browne.
5. If the matter is time sensitive or occurs outside of normal office hours, Mark Hanley-Browne in the first instance or any APG Director in the second instance can provide sign off on the response.
6. Adrian Langan will then provide the journalist with the signed off comment.
7. Adrian Langan will then monitor the story and send links to any stories if they become available.

Ends

Contacts

Rossella Proscia – Director of Marketing  
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Tim Haynes – Director of Schools and Colleges  
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[Tim.haynes@alphaplusgroup.co.uk](mailto:Tim.haynes@alphaplusgroup.co.uk)

Mark Hanley-Browne - CEO  
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+44 (0)7384 215740  
[mhb@alphaplusgroup.co.uk](mailto:mhb@alphaplusgroup.co.uk)

## Appendix 3

### Emergency contact numbers for staff

Julian Davies	Principal	07920 802389
Mike Corbett	Director of Operations	07467 955779
Helen Walker	Director of Boarding (DSL)	07467 955782
Carolyn Dunn	Vice Principal Pastoral	07557 391498
Andrew Humphris	Vice Principal Academic	07469 851764
Jenny Maskell	Site Manager	07467 955780
Stephanie Stafford	Head of Accommodation	07557 758344
College Emergency Phone		07584 705720
Duty Phone – Abbey House		07387 108982
Duty Phone – Purbeck House		07387 108983
Duty Phone – Tripos Court		07387 108984
Duty Phone – Orchard House		07384 798365
Hyline Security		01223 833 993
Enviroclean		07745 298039
Richard Jones	Director of Property	07771 790237
Adrian Langan	Langan Communications	07810 820312
Curtis Fray	Head of IT	07379 547300

## Appendix 4

*Major Incident Scenarios – suggested plans.*

<b>Event Log</b>			
<b>Date / Time</b>	<b>Event / Information</b>	<b>By whom</b>	<b>Decision / Action Taken</b>
xx/xx/xxxx	College building fail - for example, one or more of the following: lack of electricity, heat, wate, building classed as major H&S risk	JD/MC/AH to take lead	Students return to boarding and are taught online until resolved.
xx/xx/xxxx	Boarding house building fail – for example, one or more of the following: lack of electricity, heat, water, building classed as a H&S risk – to the extent that it is deemed unsafe for students to stay there	JD/MC/CD to take lead	<p>Students reallocated to any empty spaces in other boarding houses.</p> <p>Students with guardians in the UK to be transported to guardians</p> <p>Students aged 18+ booked into hotels.</p> <p>Other local boarding schools, student housing companies and university colleges, and sister schools within the Alpha Plus Group, to be contacted to provide boarding space if available. (RAs to be completed in each scenario)</p> <p>Prioritise CSAS and continue 6-times-per-day check-in.</p>
xx/xx/xxxx	Catering fail – for example, one or more of the following: machine breakdown, Environmental Health-forced closure, staff unavailable – to	MC/CD to take lead	Supplier has a contingency plan of named third party companies that can be called on to deliver cold/hot food as required. In-house staff can

	<p>the extent food cannot be created and distributed by the catering team</p>		<p>distribute to each students' room or common area, as evidenced during COVID quarantine.</p> <p>Company credit cards available for bulk snack/water purchase if required.</p> <p>Contact with other boarding houses to provide short-term solution if required.</p>
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