

QUEEN MARY UNIVERSITY of LONDON

GUIDANCE DOCUMENT FOR BUSINESS CONTINUITY PLANS (BCPs)

This document has been developed to help with the completion of Business Continuity Plans. Any queries are to be directed to the following appointments as appropriate:

- AD Security & Business Continuity.
- BC Manager.

Notes

Please leave any text in the green boxes untouched - these are standard statements that should appear in all BC plans

RED text will only appear in the guidance document - it contains information to help you complete your BC Plan. The corresponding box in your template will be blank for you to enter your own information.

Black text, in white boxes contains information that you should review and alter to fit your BC plan needs. This may involve removing some statements, and/or supplementing with others. Red guidance information should sit alongside these boxes to help you.

Appendix

Included in the template document are suggested appendices that can be modified to meet your BC Plan requirements. If they are not relevant to your BC Plan, do not include them. You may include other appendices that do not have a template but support your BC Plan.

Please ensure all appendices are referred to, and correctly numbered, within the body of the BC Plan.

Blizard Institute

Faculty of Medicine & Dentistry

Business Continuity Plan (BCP)

PLAN MANAGEMENT:

ROLE	RESPONSIBILITY	NAME, JOB TITLE
PLAN APPROVER	Endorse plan (minimum 'Head of / AD')	Mary Collins – Institute Director
PLAN OWNER	If different from above	Rachael Parker – Institute Manager
PLAN MAINTAINER	Updating & Distribution	Rachael Parker – Institute manager Education Invoker Samantha Matthew – Dept. Inst. Manager Administration Invoker Claire Cox – Principal Lab Manager Research activity Invoker

DOCUMENT LOCATION:

ONLINE	SharePoint Site/MS Teams/Blizard Laboratory Management Notebook (OneNote)
MOBILE	Stored on USB drive / Smartphones /SharePoint / One Drive
HARD COPY	Hardcopy shall be retained in the Laboratory management office

DOCUMENT CONTROL:

VERSION	1.7	VERSION DATE	08/01/2025	NEXT REVIEW	31/08/25
TEMPLATE VERS.	QMUL BCP Template v1.0	VERSION DATE	01/02/2022		

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This document and its contents are intended for the sole use of individuals nominated by Queen Mary University of London. The document contains certain details and contact information solely for the use in maintaining and executing the Business Continuity Plan and such information will not be used for any other purpose. In the event that a printed / electronic copy of this document, in whole or in part, is received by an unauthorised person, that person is required to return such materials to Queen Mary University of London immediately and without divulging any of its information to any other party.

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1 Purpose of BC Plan

- This plan is invoked when the Blizzard Institute has suffered a business interruption that prevents it from operating as Business as usual (BAU).
- It details the strategy and approach to be followed to enable recovery from a business interruption.
- It details the actions to be taken by staff once the plan has been invoked by the Institute's Crisis & incident management Team.
- This plan may be invoked in concert with other Faculties / Directorates / Departments and may be co-ordinated by Leadership Teams.

2 Planning Assumptions

The following assumptions were used to define the Business Continuity Plan (BCP). These should be reviewed at the time of the incident. Any incorrect assumptions may require further action or adaption at the time of the incident.

- An incident will only affect one site at a time unless the incident involves a major systems failure
- Staff with laptops are taking them home daily (excluding during building evacuation) unless they are required to be on site daily
- Alternative work locations have been confirmed
- The Faculty / Directorate follows the QMUL Crisis/Incident Management procedures for Incident Management
- The Crisis/Incident Response Team will notify key stakeholders/plan owners of the steps to take
- Actions documented within this plan will be reviewed & modified as required at time of activation
- The Faculty / Directorate/Department has a current BIA
- The plan is your department's operational response, which could be part of a wider Business response to an incident, and not just where your department has discovered and escalated the initial issue.

3 BC Strategy

Business Continuity Strategy

In the event of disruption or disaster that impacts the Institute's ability to conduct administrative, educational or research activities, due to but not limited to; inaccessible office, laboratory or teaching space or a loss of resources (equipment and staffing), IT systems or supply chains, this plan is to be used to maintain business continuity for the Blizzard Institute whilst the business recovers. This plan does not cover the Crisis Management but concentrates specifically on the Blizzard Institute and how it will continue to operate and its ability to deliver critical Business as usual (BAU) activities during a sustained interruption.

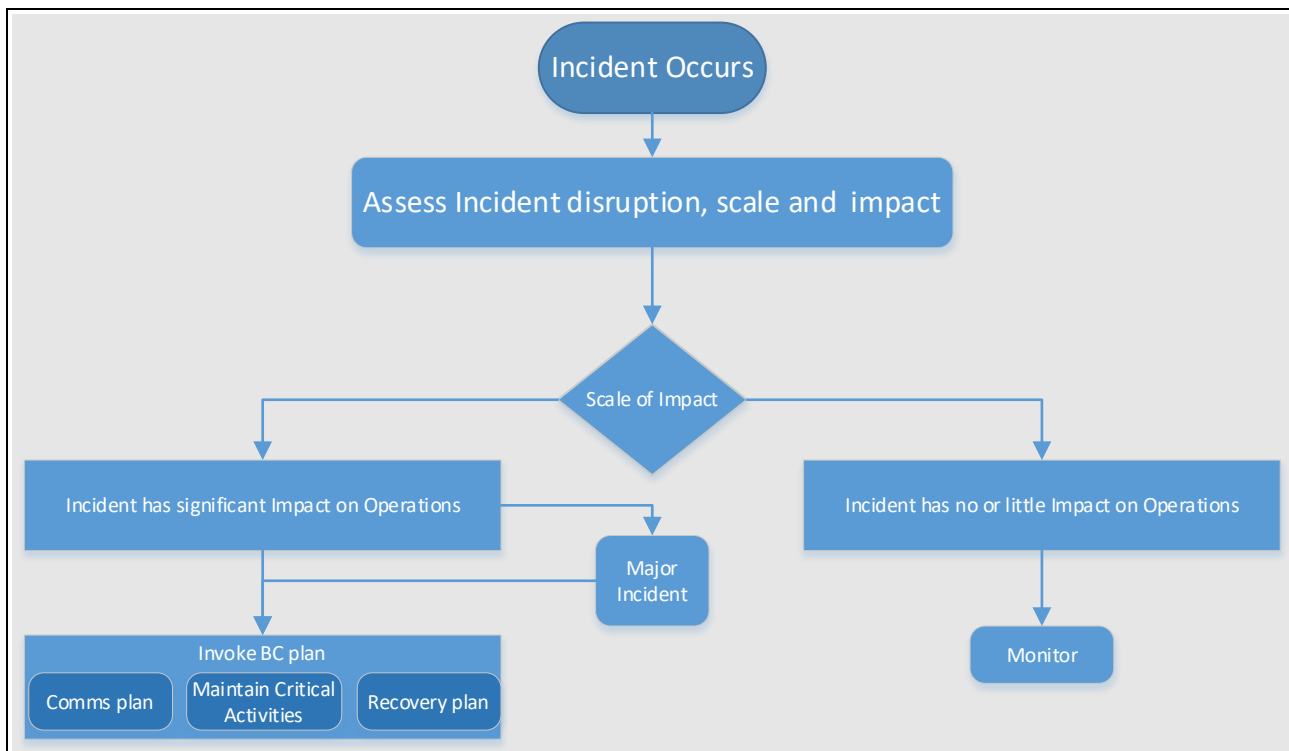
Invoking the BC Plan

On identifying a potential incident/disaster, the Blizzard Institute Major Incident process will be followed where possible (i.e., identify incident, communicate and then convene incident board).

A group of individuals from within the Blizzard Institute Director's office and laboratory management will convene to form an Incident Board, whose responsibility will be to coordinate and manage the interruption caused by the disaster and invoke the Business Continuity Plan (BCP). The group will aim to invoke the BCP within 45m to an hour, dependant on the incident, dynamic impact assessment.

This will help:

- Assess the interruption
- Raise the alert of a potential disruption and communicate this to senior management, staff and students
- Agree the response measures and further communications levels that maybe required.



Communications

Once the BCP plan has been agreed to be invoked by the Crisis & Incident management team the primary form of communication to Blizard Institute staff and students via the Institute's Communications Officer will be:

- Email - formal communications from the Directors office invoking the BCP and providing updates every 3hrs or as necessary dependant on the disruption.
- MS Teams – informal, internal communications between teams and holding team briefings.
- Phone cascade in the event email and Teams are unavailable (see appendix 6.1 page 27).

Operating during the disruption

During a disruption that does not include an IT failure, Blizard Institute staff/students will work from home and deliver BAU activities. Where there is a disruption to the ability to deliver BAU activities, the Institute will concentrate on delivering the listed critical activities below, all other activities will be suspended until the interruption is over or the ability to deliver those services is restored.

Crisis & Incident management (CIM) team

The team will consist of the BCP invokers:

- Institute Director
- Institute manager
- Deputy Institute manager
- Principal Lab manager

who will form the crisis & incident team together (where applicable) with the:

- Education manager
- Education leads
- Centre leads

- Centre managers

This group will collectively make the decisions on how to respond to the disruption following an impact analysis carried out by the members of the institute who are responsible for the areas (administration, education or research activities) which may have been affected.

The incident board responsibility will be to discuss, review, make decisions and approve plans, resources. The Communications officer will set up meetings and take notes and/or actions to track. The invoker responsible for the affected area (administration, education, or research) will track and follow up on the progress of the actions set. The incident board will also oversee the implementation and delivery of the BCP and note any improvements as necessary.

Administration activities

The Deputy Institute manager will be the Institute lead for invoking the BCP in the event of any building based or IT failures which could lead to a significant interruption to the administration activities of the Blizard Institute. Any actions may/will require input and support from the Institute Centre managers/administrators.

Education activities

The Institute manager will be the Institute lead for invoking the BCP in the event of any building based or IT failures which could lead to a significant interruption to the teaching activities of the Blizard Institute. Any actions may/will require input and support from the Institute educational manager/leads/administrators

For an interruption that includes staff shortages, the available staff will continue to deliver the activities below. All activities are listed in priority order. Teams may be reshuffled to provide cover to the key activities where there is a shortage, agency staff will be drafted in where possible.

Research activities

For site specific interruptions, staff will be encouraged by the Incident group, to go home and work from there. Any staff that are unable to work from home should work at Dept W until the interruption has been resolved. Any staff who do not have access to a laptop should contact IT who have a laptop loan service:

<https://www.its.qmul.ac.uk/services/service-catalogue-items/items/it-loan-laptop-service.html>

Critical Activities during a disruption

1. Administration Activities

- I. Financial management
- II. Applying for funding
- III. Publications/reports
- IV. Recruitment

2. Education

- I. F2F Taught Activity (including Lectures and Tutorials)
- II. F2F Lab Practical Teaching
- III. Online Synchronous and Asynchronous teaching

3. Research Activities - Specialist equipment & Core facilities (see separate spreadsheet for details)

- I. BALM facility
- II. Flow Cytometry facility
- III. Phenotypic screening
- IV. Genome Centre

- V. Pathology (UKAS Accredited)
- VI. CREATE lab
- VII. Antenatal screening (FMD (Faculty of Medicine and Dentistry) - Wolfson Institute of Population Health. UKAS Accredited)
- VIII. Protein facility (SBBS)

4. Research Activities – General lab processes

- I. Containment level 1
- II. Containment level 2

5. Research activities - CL3 facilities

- I. Blizzard CL3 suite I
- II. Blizzard CL3 suite II
- III. Abernethy CL3 suite

6. Research - Sample & Reagent storage

- I. Unmonitored fridges/freezers
- II. Cold room facilities
- III. Ultra-low -80 freezers
- IV. Cryogenic storage facility

7. Research - IT & Data storage

- I. Core facilities data
- II. Lab management
- III. Equipment booking
- IV. Item tracker Infinity (Sample inventory)
- V. Tutela

4 Business Continuity Plan Invocation

QMUL operates a tiered Incident Management structure to respond to differing business interruptions:

- Gold – Strategic level of Crisis & Incident Management.
- Silver – Tactical level of Crisis & Incident Management.
- Bronze – Operational level of Crisis & Incident Management.

This BC plan is aimed at the **Bronze** incident level response. For example:

- In case of an evacuation of FMD (Faculty of Medicine and Dentistry), a Silver Team would be coordinating the activities of the Faculty with Department Leads, while notifying the Gold level. Or,
- In the case of a large-scale IT outage / denial, the Gold Team would be coordinating the response to the incident, but the Faculties, Directorates and departments would still require their plans to be invoked as certain systems may be unavailable.

Plan Invocation

In the event of a business interruption or incident the relevant response teams will convene and review the impact of the incident. Notification will be communicated to nominated business stakeholders and Business Continuity Plan owners/nominees by the most appropriate method depending on the incident.

The nominated authorised staff who can invoke the plan are:

Claire Cox – Principal Lab Manager	claire.cox@qmul.ac.uk
Nebiyu Kibru – Dept. Inst. Laboratory Manager	n.kibru@qmul.ac.uk
Zarmina Butt – Dept. Inst. Laboratory Manager	z.butt@qmul.ac.uk
Rachael Parker - Institute Manager	rachael.parker@qmul.ac.uk
Sam Matthew - Deputy Institute Manager	s.matthew@qmul.ac.uk
Mary Collins – Institute Director	mary.collins@qmul.ac.uk

4.1. Likely Scenarios & BC Strategies

There are 4 likely scenarios when a BC Plan will be invoked in QMUL. These are:

1. Loss of / denial of access to a work location.
2. Loss of / unavailability of resources (staff) and/or contractors.
3. Loss of / extended unavailability of critical IT Systems / Applications.
4. Significant / medium-long term impact to supply chain:
 - a. Inability to operate critical locations due to an interruption in the supply chain / operations.
 - b. Loss of key supplier / goods.

The outline BC recovery strategies for the above scenarios are as follows:

1. Denial of work location:

- Assess likely duration of denial.
- Invoke Alternative Workplace Location (AWL).
- Review strategy if denial to last > 21 days.

2. Loss / unavailability of staff and/or Contractors:

- Assess likely duration of loss / unavailability.
- Invoke deputy / succession plan.
- Backfill any key roles.
- Review sustainability after 5 working days.

3. Loss of / extended unavailability of critical IT Systems / Applications:

- Report outage to IT Services.
- Invoke manual workaround (if applicable).

4. Significant / medium-long term impact to supply chain:

- Assess likely duration of loss / unavailability.
- Invoke workaround (alternative supplier / source from other Universities etc)
- Review sustainability after 2 weeks.

4.2. Loss of / Denial of access to Work Location

In the event of a loss of, or a denial of access to the Blizzard Institute buildings, Whitechapel campus, for whatever reason, the responsibility for evacuating the building/s is with the Blizzard Institute Directors office, Laboratory management and QMUL Estates Security. The Crisis & Incident management Team, following discussions with affected centres and considering duration of the outage, will take the decision whether to invoke a move to an Alternative Workplace Location (AWL) or work from home, subject to the outage of the site and situation/time.

In the event of a loss of or denial of access to work location, the following key actions are to be reviewed and carried out by the Business Continuity Plan Owner / invoker / nominated individual(s):

1. Evacuate the building in accordance with the Estates emergency evacuation protocols.

Blizzard Institute staff/students must meet at the designated assembly point and await instructions from the Director's office, laboratory management or QMUL Estates Security. Staff members should cluster together in their groups/centres to enable communications of the incident to be cascaded.

Staff/students are advised to take the following items when evacuating only if safe to do so and report to their line managers:

- Mobile
- laptop & power supply
- Personal effects such coats, bags, house keys
- Recovery and BCP plans (Director's office/Laboratory management team)

2. Ensure everyone is evacuated safely from the premises and accounted for

Line managers and supervisors must ensure their staff/students leave the building safely and meet in the designated assembly point and are accounted for. Staff away or working from home are to be contacted and informed not to attend site by line managers and supervisors.

A list of assembly points with maps can be found here: <http://www.hsd.qmul.ac.uk/a-z/fire-safety/> on the H&S website.

Whitechapel:

Blizard building, FMD - [Foyer House](#)

Abernethy building, FMD – [Between the east and west pavilion of the Blizard building](#)

Wingate building, FMD - [Foyer House](#)

3. Gather everyone in the meeting point to debrief and roll call

Line managers and supervisors should confirm evacuation from the affected building to the Institute Director's office or laboratory management and await instruction. This information is fed back up to QMUL Estates Security, including any issues or individuals still left in the building.

4. Building becomes inaccessible Out of hours

Should the Director's office receive information that the site is unavailable, the Institute's incident team shall convene virtually via MS Teams and prepare to issue via the Communications officer, an email and MS Teams notifications to all staff/students instructing that they do not attend the site. Line managers and supervisors are asked to ensure that their direct reports receive the information alerting them of the incident by,

- a) Email to all Blizard Institute staff/students confirming not to attend site and for all staff to work from home.
- b) MS Teams meeting arranged by Communications officer to debrief staff/students of the incident and to update them of the arrangements.

5. Evacuation in buildings where staff are not normally based

Staff located in sites, such as Charterhouse Square, Mile End or Lincoln's Inn Fields, where staff are not normally based, should make themselves familiar with the local evacuation protocols, including where the meeting/assembly points are, information on assembly points can be found on the [H&S website](#).

Staff/students must ensure that they alert their managers/supervisors of the incident when it is safe to do so. They should leave the premises and make their way home once cleared by QMUL Estates security, ensuring their managers/supervisors are aware of their movements.

Managers should ensure they are kept informed of any developments at the affected site and should re-plan activities associated with the impacted site.

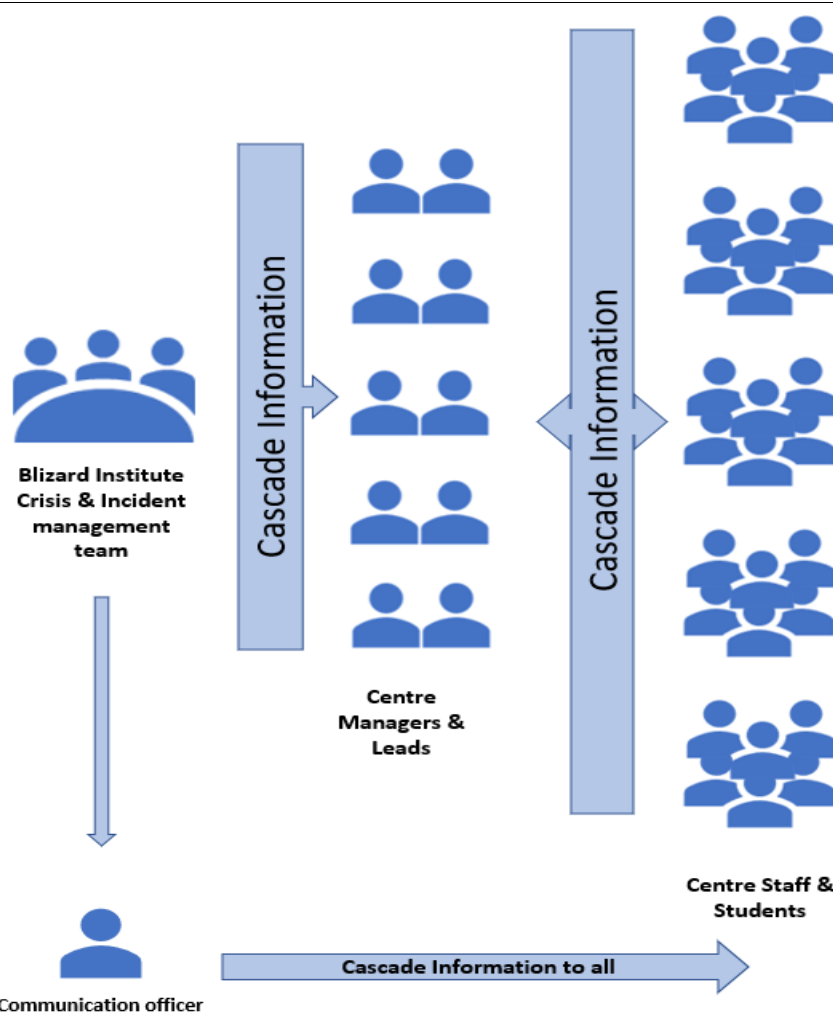
6. Dynamic Impact Assessment:

- c) The Blizzard Institute CIM team should then obtain confirmation from QMUL Estates Security or investigate the reason for the evacuation and make a dynamic impact assessment.
- d) If the assessment reveals that access to the location will not be possible, the CIM team should then invoke the working from home plan and verbally cascade the information to staff at the assembly area. The CIM team should also confirm whether temporary access is available for staff to retrieve their personal belongings such as money, phones laptop etc.
- e) Centre managers/leads must then cascade the information to staff/students.
- f) Line managers and supervisors must also identify if staff are able to go home and have access to their laptops or a laptop at home.
 - i. Staff/students should confirm to their line manager/supervisor whether they have the means to get home, i.e., money, car keys, call a friend or family to pick them up etc. Any staff unable to get home to make their manager/supervisor and directors office aware, so that a cab can be arranged and paid for by the Institute.
 - ii. Staff/students must confirm if they have access to their work laptop or whether it is still in the building. Staff must also confirm if they can access their emails from home without a laptop or have access to a personal device at home.
- g) Centre managers/leads are to report any feedback from the staff/students in their centres back to the CIM team or Director's office.

7. Communications

The communication in the assembly area will be conducted face to face, once information has been cascaded from QMUL Estates Security to the Director's office.

- a) Face to face discussions must be held with the Blizzard Institute staff/students to assess the response.
- b) The Institute Director's office & laboratory management office will cascade information to their centre managers/leads.
- c) Centre managers/leads will then cascade information their teams.
- d) Staff/students will be requested to go home and to attend a Blizzard Institute all staff briefing the next day via Teams for an update.
- e) Staff who are unable to get home due to leaving their money travel cards and laptops in the office to make themselves known to their line manager/supervisor.
- f) Line managers/supervisors are to inform staff/students that are not onsite via Teams, WhatsApp, SMS groups or whichever means they may have.
- g) During the Blizzard Institute CIM team meetings, updates are to be agreed and sent via email



Ongoing Communications:

- Email communications will continue from the CIM team updating on the status via impromptu emails and then more frequently via the Institute E-bulletin
- Staff briefing via Teams to be held to provide verbal update and a chance for staff to ask questions, advice and feedback.

Local communications:

- Centre managers/Leads are to hold weekly/daily meetings with their team to provide any updates from the CIM team.
- Staff/students are to provide feedback on any issues or blockers they are facing
- Line managers must note any issues that need to be flagged to the Centre managers/leads.
- Laboratory management and Centre managers are to maintain relevant communication with external suppliers and QMUL EAF.e.g. suppliers of research and administrative consumables, Whitechapel post room to be kept update of any upcoming deliveries, QMUL Security, maintenance and soft services etc.

8. Sending Staff Home

Those staff that can make their way home are to do so, alternative arrangements should be made for staff that are unable to retrieve their personal belongings from the building i.e., money and laptop:

- The PA to the Director's office assist with booking taxis via the departmental credit card.

- b. Use of a taxi firm (104746 Greater London Hire Ltd or 178339 GT GETTAXI (UK)LTD) where prior arrangements are in place for emergencies.
- c. Desk space is made available at Dept W by the Directors office as when required.

9. Blizard Institute CIM Team Debrief and Assess response off location

The Blizard Institute CIM team will convene in an alternative work location i.e., alternative building that may not have been compromised or Dept W

Debrief discussion with the Crisis & Incident management team

- a) Assess how long the BCP will need to be in place for and review points
- b) Agree comms to whom, how and what details are given
- c) Agree what is to be relayed at the Blizard Institute briefing and how often
- d) Agree response and when to re-assess
- e) Assess operational activities that may be impacted
 - i. Staff members with no access to a laptop
 - ii. Face to face teaching
 - iii. Research activities
- f) Communication officer is to arrange MS Teams meetings for staff debriefing
- g) Inform Staff on decisions made and why
- h) Inform them of the invocation of the BCP and what this means
- i) Staff will be required to work from home using their laptops.
- j) Staff unable to work from home, may be able to relocate to one of the neighbouring sites, e.g., Dept. W Request to be made to the Directors office to approve and identify a desk space.
- k) Feedback on any potential for retrieving staff belongings and laptops with lead times.

10. Working from Home

All Staff that can work from home should do so, providing and delivering activities no different to when staff are on site.

- a) Staff that are unable to work from home are to inform their line manager to help secure a desk in one of the alternative locations.
- b) Staff to be informed by their Centre manager/lead on any prioritised activities, to ensure the most important backlogged tasks are resolved first.

The table details the team urgent activities that need to be carried out as a result of the evacuation like cancelling delivery orders and wet bench research activities and any other activities that cannot be performed from home.

Area	Invoker	Immediate Actions Post Evacuation	Activities that cannot be Performed Working from Home
Administration Activities	Deputy Institute manager (Sam Matthew)		N/A
		Redirect delivery orders, cancel orders or ask suppliers to hold stock for the affected building	
Education activities	Education Leads (DoE and Dep	Inform students of timetabling change. Amend Assessment schedule if required	In person written examinations.

	DoE) and Education Admins	Re-schedule activity to online delivery if required. Secure deputization for mark entry or examination board preparation Process complaints and appeals via ARCS or relevant QMUL team Ensure admissions cycle is up to date	OSCE/Clinical Practical Examinations. Lab Based Demonstrations. In person tutorials
Research Activities Core facilities •BALM facility •Flow Cytometry facility •Phenotypic screening facility •Genome Centre •CREATE facility •Protein facility (SBBS) •Core Pathology (UKAS Accredited)	Principal Lab Manager & relevant facility manager/s	The following steps should be actioned and completed in order by the facility manager (or Head of laboratory management as required). Inform research staff and students via email of the need to cancel in person training, analysis and processing of samples on specialised facility equipment. The following facilities can also be found at Charterhouse Square campus, BALM & Flow Cytometry. The facility manager at the Blizzard should liaise with the facility manager at Charterhouse Square to confirm availability of supporting some of the facilities activities at the Blizzard Institute. Offer remote training to staff/students where feasible. Offer remote support with data analysis where feasible. Alter all meetings related to the facility from face to face to MS Teams. Cancel any supply orders or engineer site visits. Incl. non-essential gas supplies. Once a date to access and reopen the facility is confirmed by CIM, the facility manager should reschedule any bookings, in person training and analysis on the specialised equipment and inform the research active staff/students. Please refer to Core Pathology (UKAS Accredited) Business Continuity Plan 607 - Contingency Plan Version 2.2.doc	Imaging and sample processing cannot be conducted whilst WFH.

Research Activities - General lab processes - Containment level 1 - Containment level 2	Principal Lab Manager	The following steps should be actioned and completed in order by the Head of laboratory management and laboratory management team. Inform via email research staff and students of the need to close some or all of the Containment level 1 and/or 2 laboratory areas in any of the affiliated Blizzard Institute buildings (Blizard, Abernethy and Wingate). If feasible, could the affected staff/students be relocated to an alternative location? In The Blizzard (if not all affected) or affiliated buildings? Arrange support from EAF soft services for support to relocate. Cancel all, - Blizard Institute local inductions - laboratory equipment training (High-speed centrifuge & Cryogenic facility) staff/student bookings. - Exhibitions Alter the following meeting from face to face to MS Teams. - Laboratory management group meetings (monthly) - Blizard H&S meetings (1 per term) - Laboratory management team meetings (fortnightly) Cancel any supply orders or engineer site visits. Including non-essential gas supplies. Isolate and remove, where feasible, all non-essential gas cylinders and supplies from the building. Once a date to access and reopen the affected laboratory area is confirmed by CIM, the Head of laboratory management should inform the research active staff/students. Reschedule any - Blizard Institute local inductions - laboratory equipment training (High-speed centrifuge & Cryogenic facility) Staff/student bookings. Exhibitions	Relocate sessions elsewhere or hold virtually.
Research Activities - CL3 facilities	Principal Lab Manager &	The following steps should be actioned and completed in order by the Head of	

• Blizzard CL3 suite I • Blizzard CL3 suite II • Abernethy CL3 suite	Containment level 3 facility manager	laboratory management and the Containment level 3 facility manager. Inform via email all research staff and students of the need to close some or all of the Containment level 3 facilities in any of the affiliated Blizzard Institute buildings (Blizzard and Abernethy). If feasible, could the affected staff/students be relocated to an alternative CL3 suite? The Blizzard (if not all affected) or Abernethy buildings? Arrange support from the laboratory management team for support the relocation of equipment and consumables (if feasible, dependant on type of pathogen work in affected suite. Not feasible if suite where airborne cultures are maintained) to relocate. Cancel all, • Blizzard Institute CL3 orientation inductions. Alter the following meeting from face to face to MS Teams. • Containment level 3 users' meetings (every 3 weeks) Request all research active staff cancel all consumable orders, non-essential gas supplies and equipment/facility engineer site visits. Isolate and remove, where feasible, all non-essential gas cylinders and supplies. Once a date to access and reopen the affected containment level 3 facility is confirmed by CIM, the Head of laboratory management and Containment level 3 facility manager should inform the research active staff/students who use the facility. Reschedule any • Blizzard Institute CL3 orientation inductions. • Containment level 3 users' meetings (every 3 weeks)	
Research Activities - Sample & Reagent storage • Unmonitored Fridges/freezers	Principal Lab Manager	The following steps should be actioned and completed in order by the Head of laboratory management, laboratory management team and members of the research active groups.	

• Cold room facilities • Ultra-low freezers • Cryogenic storage facility (plus CL3)		Unmonitored Fridges/freezers When access to the laboratory locations is feasible, all unmonitored fridges and freezers should be checked. In the event of one of these units failing, research groups will need to account for their loss. A list of: •reagents •cost • and copies of the invoices should be sent to the Head of laboratory management. The details must be collated within 7 days. The overall loss and damage will then be sent to the QMUL Insurance manager to be claimed via the insurance. Further details can be found on the QMUL Finance – Insurance webpage. http://qmul-web.finance.qmul.ac.uk/sections/insurance/ Cold room facilities The laboratory management team will keep regular contact with EAF Whitechapel maintenance team in order to monitor the temperature of the Blizzard cold room facilities. In the event of: • The cold room/s breaching its set parameters +1 - +9 EAF contracted company, BTU will need to attend site and investigate the temperature excursion. The failure of a cold room/s, research groups will need to account for their loss when access to the facilities is feasible. A list of: •reagents •cost • and copies of the invoices should be sent to the Head of laboratory management. The details must be collated within 7 days. The overall loss and damage will then be sent to the QMUL Insurance manager to be claim via the insurance. Further details can be found on the QMUL Finance – Insurance webpage. http://qmul-web.finance.qmul.ac.uk/sections/insurance/ Ultra-low freezers In the event of loss of access to the freezer locations, all research active staff	
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		which are listed as freezer responders should frequently monitor their units via the online temperature monitoring system. Laboratory management will inform all freezer responders via email to follow the guidance specified in <i>SOP (Standard Operating Procedure) LM03a – Freezer breakdown procedure – use of emergency freezers</i> in the event of a freezer failing. This SOP (Standard Operating Procedure) along with others can be found on the Blizard Laboratory Management Notebook and is accessible to all Blizard Institute staff/students. This procedure will only be feasible as long as the freezer location is accessible. In the event of one of these units failing, research groups will need to account for their loss. A list of: •reagents/contents •cost • and copies of the invoices should be sent to the Head of laboratory management. The details must be collated within 7 days. The overall loss and damage will then be sent to the QMUL Insurance manager to be claim via the insurance. Further details can be found on the QMUL Finance – Insurance webpage. http://qm-web.finance.qmul.ac.uk/sections/insurance/ Cryogenic storage facility (plus CL3) Liquid Nitrogen supplies are critical for the preservation of cryogenically stored material. Critical gas supplies to support the cryogenic facility (G26 Blizard building) will not be affected if access to this location is not feasible. The 950-litre bulk tank is situated in the Blizard courtyard and is independent to the facility. The liquid nitrogen gas is supplied to the cryogenic stores from the bulk tank via the SIVL mains pipe. BOC will still be able to access the Blizard courtyard in order to deliver the liquid nitrogen on a weekly basis as per BAU.	
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		In the event of one of the cryostores failing, the contents should maintain temperature for a min. 72 hours. If the cryostores should breach a higher temperature of or above -150 °C, samples could be compromised. Before the contents breach this temperature, one of the reserve cryostores should be switched on and supplied with liquid nitrogen. Then the contents of the failed unit can be safely transferred. Labmode should be contacted as a matter of priority to visit site and inspect the cryostore which is suspected of failing. Labmode are contracted to respond in an emergency capacity (within 24 hours) with a view to repair a failed, •LAB40k tank •SIVL liquid nitrogen pipeline In the event of one of the Containment level 3 (CL3) cryostores failing, the contents should maintain temperature for a min 5 days/120 hours. If the cryostores should breach a higher temperature of or above -150 °C, samples could be compromised. Cancel any engineer site visits. Once a date to access and reopen the affected laboratory area is confirmed by CIM, the Head of laboratory management should inform all research active staff/students. Reschedule any, • engineer site visits •laboratory equipment training (Cryogenic facility)	
Research Activities – IT & Data storage • Core facilities data • Lab management • Equipment booking • Item tracker Infinity (ITI) - Sample inventory system	Principal Lab Manager	The following steps should be actioned and completed in order by the Head of laboratory management, Core facilities manager and laboratory management team. Research staff and students must ensure all IT research data and equipment is save and backed up appropriately at all times. Core facilities data BALM facility	

T-Scan monitoring system		Flow Cytometry facility Phenotypic screening facility Genome Centre Core Pathology CREATE facility Laboratory Management Laboratory management documentation is saved to the SharePoint files at all times. This is to ensure that essential documentation is accessible for all members of the team if the need to work from home or an alternative site is required. Item tracker Infinity (ITI) - Sample inventory system Research staff and students must ensure all sample information for samples stored in the cryogenic storage facility are saved on ITI at all times. This is a web-based system so back up is not required. The institute holds 2 licences which can be used to access the system at the same time in any location. T-Scan Monitoring System Individual group leads are responsible for ensuring that freezer responder details are kept up to date on all freezers housing research material linked to their group's activities. An initial request to update by adding or removing freezer responders can be requested by emailing the Blizzard Lab Management team on blizard-lab-man@qmul.ac.uk. Laboratory management additionally update freezer responder details twice a year, ahead of the Easter and Christmas holiday closure. Staff or students listed as freezer responders must ensure they have access to and familiarise themselves with a copy of SOP (Standard Operating Procedure) LM03a Freezer breakdown procedure- use of emergency freezers, which can also be found on the Blizard Laboratory Management Notebook All laboratory management SOPs (standard operating procedures) are remotely accessible to all staff and students with QMUL IT credentials. Freezer responders should click on the link below and view the temperature of the monitored units on the T-Scan monitoring website:	
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		https://www.tscanweb.com/auth/login/ Username: blizard-lab-man@gmul.ac.uk Password: Blizarduser24 In the event of a fridge, freezer or cryostore breaching its set temperature parameters, Laboratory management will also receive an email of the incident which contains details of which freezer responders were contacted, and when and if the call was acknowledged. Please note, laboratory management are not responsible for responding to out of hours fridge or freezer failures.	
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11. Arrival at / Activity in alternative work (AWL):

Alternative office location

Staff that are unable to work from home and staff who have no access to devices due to leaving their device in the office during the evacuation, will be located at Dept W. The Crisis & Incident management team will be able to identify areas that are or may potentially be available for Blizzard Institute staff and students to utilise.

- a) Before arriving, staff should have confirmation from centre managers that a desk space is available, with the details on where to go. This may require a booking system which can be set up and accessible to all via SharePoint.
- b) On Arrival they should report to the centre manager who will be able to direct staff to any available space.
- c) Subsequent availability of the desk use needs to be agreed with the centre manager and duration required for, in collaboration with their line manager and centre lead.
- d) The director's office with the help of the centre managers should make enquiries with School/Institute Managers in alternative locations that may be able to provide desk space on a temp basis.

Alternative laboratory & core facility location

The Crisis & Incident management team will aim to identify alternative laboratory locations within the Blizzard, Abernethy or Wingate buildings, as well as cross-campus, which may potentially be available for Blizzard Institute staff and students to utilise. Although this may not be feasible for the completion of all research projects or activities, a list of staff and students affected by the loss of laboratory location and equipment should be compiled by the centre managers and submitted to the head of laboratory management.

- a) A booking system accessible to all via SharePoint will be set up and maintained by laboratory management.
- e) Subsequent availability of the laboratory and equipment use needs to be agreed with the head of laboratory management and duration required for, in collaboration with their line manager and centre lead.
- f) The director's office and head of laboratory management with the help of the group leads will make enquiries with Heads/Managers of Schools/Institutes and their group leads in alternative buildings or campuses who may be able to provide lab space and equipment space on a temporary basis.

12. Assess Review Status

The Blizzard Institute Crisis & Incident management team along with all line managers to review and address any blockers or issues that may have been identified as part of the working from home plan.

- a) Status update from each centre manager
- b) Updates on outstanding actions
- c) Review any blockers concerns
- d) Assess how long the evacuation may last for
- e) Centre managers to capture any lessons learned within their centre and feedback to the Blizzard Institute Crisis and Incident Management Team.

13. Return to BAU

Once the 'all clear' has been received from Estates that it is safe to return, and all areas are accessible. The return to the primary location should be announced by the Crisis & Incident management (CIM) team preferably by a Blizzard Institute virtual MS Teams staff briefing. The CIM team agree whether a phased return, team by team or all at once would be best and convey this to staff. The decision and any instructions on returning would then be cascaded down to the teams by email from the Directors office. The centre manager will follow up or re-iterate the message and cascade down to their centres.

- a) CIM to discuss the date of return to the office or laboratory and agree the format in which the news is to be delivered and any details or constraints associated to the return office and laboratory.
- b) CIM to arrange a Blizzard Institute all staff briefing via Teams
- c) CIM to provide information on when staff may return to the office and laboratory.
- d) CIM to follow up with an email confirmation listing any constraints
- e) Communication officer to cascade and re-iterate the information provided in the Blizzard Institute all staff briefing.

Immediate activities that require carrying out on return to the location.

Area	Invoker/Team	Immediate Actions on Return to Office and laboratory
Administration	Deputy Institute Manager	An email should be sent to Whitechapel security to enable reactivation all staff and student access cards by laboratory management.
Education	Institute Manager	An email should be sent to Whitechapel security to enable reactivation all staff and student access cards by laboratory management.
		Students to be informed of any non-rescheduled activity and subsequent change to learning outcomes.
Research Activities	Principal Lab Manager	An email should be sent to Whitechapel security to enable reactivation all staff and student access cards by laboratory management.
		A visual audit should be conducted on all monitored temperature sensitive equipment and facilities, via T-Scan and via QMUL EAF BMS.
		A visual audit should be conducted of all laboratory areas for leaks or loss of electrical supplies. Any concerns should be fed back to the QMUL EAF Campus maintenance manager/supervisor. Ensure all taps have been flushed.

		All Core facility managers to inspect all laboratory locations, equipment, IT equipment and consumables. Any consumables required should be ordered. qPCR systems to be cleaned in preparation of use. High speed/Ultra centrifuges to be cleaned in preparation of use. Tissue processor and Cryostats are to be cleaned in preparation of use. Developer to be cleaned in preparation of use. Tissue processor to be cleaned in preparation of use The laboratory management team should conduct audit of all unmonitored temperature sensitive storage equipment. The owner of any failed units discovered to be contacted and informed and advised on the QMUL Insurance process All essential gas supplies to be checked All groups with specialised gas requirements must be contacted and a date for the gas/es should be discussed and confirmed. All essential, specialist gases and dry ice to be ordered with the BOC on-site service manager gmul@boc.com Any consumables required to be listed and ordered. Ethanol, developer solutions, washroom detergents. Check all IT equipment is working Work with Security and Post Room to accept or redirect deliveries.	
14. Post Incident review Once staff have settled back into the office and laboratory, the incident and how it was co-ordinated should be reviewed. a) Review any lessons learned exercises undertaken by the BCP invokers. b) The centre manager/lead to review and feedback to the invokers of the BCP processes highlighting areas that worked and areas that require improving a) Invokers will update the BC plan			

4.3. Resources / People

In the event of an incident affecting the availability of staff/contractors to undertake IT services activities, the following key actions are to be reviewed and carried out by the Business Continuity Plan Owner / invoker / nominated individual(s):

1. Resource shortage Alert:

Where the absence of staff is known in advance i.e., Strike, then the BCP plan is discussed, planned, and executed ahead of the absence.

Centre leads/manager, Line Managers to:

- a) Re-assign available staff to critical and core activities
- b) Assess the impact of the lack of resources
- c) Escalate to the Director's office

2. Assess the Resource shortage impact:

Collate data on the exact shortage of staff and assess the impact on the Blizzard Institute and its capability to continue operating.

- a) Centre leads/manager, line managers to collect data on the number of resources that are unavailable
- b) Centre leads/manager, line managers to assess the impact on the team and the activities that will not be delivered
- c) Centre leads/manager, line managers to assess how long these activities can be put on hold for, if not one of the key priorities
- d) Heads of Service assess impact in the areas of no resource and check if the skillsets and activity instructions are available.
- e) The resource shortage is assessed as moderate, significant or critical.
 - i. Moderate – Struggle to deliver BAU activities staff required to perform multiple roles to remain operational – NO BCP Response required
 - ii. Significant - Critical Activities can only be delivered
 - iii. Critical – Staff performing multiple roles to deliver critical activities

3. Emergency meetings held to review the impact assessment with the Crisis & Incident management team.

Once the impact assessment is complete, a meeting is set up by the CIM team (Director's office) PA for the members to convene and review the assessment, as part of the meeting they will:

- f) Establish the level of resource shortage and its impact on operational activities. Administration, education, and research activities.
- g) Establish if the Key Activities can be delivered with the available staff
- h) Agree and approve invoking the BC plan
- i) Agree communications, CIM to brief all staff on the impact. Centre leads/managers should agree and prioritised critical activities
- j) Communications should be carried out over Teams or face to face meetings.
- k) The CIM via the director's office should investigate additional resources from other areas of QM to help support the critical services
- l) Institute manager approves/requests funding to secure agency staff

4. Blizzard Institute Resource Shortage Response

Where there is a critical loss/unavailability of resources, a call for support is made to other Institutes/Faculties to assist with providing resource, the Invokers will carry out further prioritisation to provide critical BAU services only.

- a) Agency staff are recruited to support if there are not enough staff to provide support for the critical activities and funding has been made available
- a) The centre managers and line managers should coordinate the delivery of the critical activities and are overseen by the CIM team.
- b) The centre managers and line managers should review the work at the end of the day to ensure that the task was completed and check if the staff member encountered any issues.
- c) The Centre leads/managers should report back to the CIM on the progress of work.
- d) An assessment of the plan and if any changes are required are discussed and approved.
- e) The plan is implemented the following day.

5. List of activities that will be performed based on the minimal available resources:

Area	Critical Activity	Minimal staff Req. for critical activity	Work instructions available
Administration	HR	Institute or Deputy Manager plus 1 centre manager and 1 centre administrator	
	Financial management	Institute or Deputy Manager	
	Funding applications	Research manager or Institute Manager	Documents being drafted
	Grants management	Research manager or Institute Manager or JRMO (Joint Research Management Office)	
Education	F2F Taught Activity (including Lectures and Tutorials)	Administrative Support and Academic Deliverer	Programme Level Cross cover contingencies in place
	F2F Lab Practical Teaching	Administrative Support and Academic Deliverer	Programme Level Cross cover contingencies in place
	Online Synchronous and Asynchronous teaching	Administrative Support and Academic Deliverer	Programme Level Cross cover contingencies in place
	BALM facility	1	
	Flow Cytometry facility	1	

		Phenotypic screening	1	
		Genome Centre	2	
		Core Pathology (UKAS Accredited)	2	
		CREATE lab	1	
	Research activities	Protein facility (SBBS)	1	
		Containment level 1	1	
		Containment level 2	1	
		Blizard CL3 suite I	1	
		Blizard CL3 suite II	1	
		Abernethy CL3 suite	1	
		Unmonitored Fridges/freezers	0	
		Cold room facilities	0	
		Ultra-low freezers	1	SOP (Standard Operating Procedure) can be found on Blizard Laboratory Management Notebook
		Cryogenic storage facility	1	SOP (Standard Operating Procedure) can be found on Blizard Laboratory Management Notebook
		Core facilities data	0	OMUL IT Services
		Laboratory management activities	4	Minimum of • 1 x Lab manager • 1 x Senior Tech 2 x Inst. Technician
		Equipment booking system	0	No impact as online system
		Item tracker Infinity (Sample inventory system)	0	SOP (Standard Operating Procedure) can be found on Blizard Laboratory Management Notebook
		T-Scan monitoring system	1	SOP (Standard Operating Procedure) can be found on Blizard Laboratory Management Notebook
		Washroom and autoclave facility	1	SOP (Standard Operating Procedure) can be found on Blizard Laboratory Management Notebook

6. Communications: Communications to Staff and Senior Executive Teams

a) CIM team to provide daily brief via email to Faculty Executive on the status of its ability to provide services.

- b) Centre leads/managers are to provide daily briefing via email or face to face to the CIM Team on the response effectiveness and resource availability
- c) Centre leads/managers are to provide morning centre briefings face to face on activities to be completed for the day and provide opportunities to the staff and students to ask or raise any concerns
- d) CIM to provide weekly updates to all staff and students.

7. Assess Review

The CIM team along with the centre leads/managers are to review the current progress performance by staff providing cover.

- e) Is the current staff cover suitable?
- f) Are there any blockers that need addressing?
- g) How long the plan is sustainable for
- h) The impact of services that have been paused

8. Return to BAU

As the number of staff returning to the office increases, the non-critical activities can be re-started. This will be a phased return to full BAU, unless it is an industrial strike situation whereby all staff members are back to work on the same day and BCP closed. Communication to the rest of the business would be expected to go out in advance if the date of all staff return is known. Otherwise, the communications of services returning to normal would be via an Institute wide email. Communication to Faculty Executive would again be via the CIM team and director's office and on the agreed timescales.

On return will:

- i) Centre leads/managers will review the back log of work
- j) Centre leads/managers will prioritise the work
- k) CIM team will provide updates on the remaining back log and ETA of work completion
- l) CIM and the Directors office will assess if support can be retained to help with the backlog

9. Post Incident review

Once staff have settled back into the office and laboratory, the whole incident and how it was co-ordinated should be reviewed.

- a) Review any lessons learned exercises undertaken by the BCP invokers.
- b) The centre manager/lead will review and feedback to the invokers of the BCP processes highlighting areas that worked and areas that require improving
- c) Invokers are to update the BC plan

4.4. Systems / IT

In the event of an incident impacting availability of or access to essential systems / IT, the following key actions are to be reviewed and completed by the Business Continuity Plan Owner / nominated individual(s) to support Faculty / Directorate ongoing operations:

During a system failure, the Head of laboratory management or Deputy Institute manager will investigate the incident with QMUL ITS on X8888. However, where the failure affects a critical system (Gold Service) the response is escalated to a Major Incident to provide an urgent and prioritised response.

1. Business Continuity Response

During the major incident the Head of laboratory management and Deputy Institute manager will convene a meeting with the Institute's CIM team. This group may decide to invoke the Business Continuity Plan (BCP) based on there being one/multiple systems failures.

The sustained failures in the following are likely to require a BCP response by the Blizzard Institute CIM team:

- Network Loss
- Data Centre Loss
- Office 365

2. Invoking the Business Continuity Plan:

Based on the information received from the ITS Faculty Relationship Manager (ITS FRM) for FMD, and if recovery is not possible within 4 hrs, the CIM team will then invoke the BCP.

The recovery of the systems is monitored daily by ITS progress reports to enable the incident management group to plan and communicate to the wider audience and set any expectations.

3. Priorities:

If the key system for each area is down, staff and students will employ the workaround below:

Area	Key System	Workaround
Administration		Area affected: • Agresso • MyHR • Oleo • OSHENS • Office365 Resolution: QMUL ITS major incident (Gold Service)
Education	QMPLUS (Moodle)	• DL Programme Course Access, including all material and assignment submission • Onsite Programme access to assignment submission • Online/Onsite synchronous teaching • Online Tutorial discussions Resolution: QMUL ITS major incident (Gold Service)
Research Activities	QMUL Network	Area affected: • OSHENS • ItemTracker Infinity • T-Scan • Clustermarket Resolution: QMUL ITS major incident (Gold Service)
	Data Centre	Area affected: Core facilities & research staff/s. Resolution: QMUL ITS major incident (Gold Service)
	Office 365/SharePoint	Area affected: Emails/loss of coms Resolution: QMUL ITS major incident (Gold Service)

	Core facilities & Equipment	Refer to Core facilities software.xlsx spreadsheet.
4. Communications After agreeing to invoke the BCP, communications are to be sent to notify staff and students of the disruption and manage expectations of when the IT systems will be recovered via the information obtained from the ITS FRM. Information will then be disseminated in the following way: - Communications of the IT incident will be sent by the Blizzard Institute's communications officer on MS Teams or by email advising of the current situation. - Where email and MS Teams are not available, the Blizzard Institute phone cascade (see appendix 6.1 page 27) will be used to communicate with staff and students. - The Invoker of the BCP will remain in contact with the ITS FRM for regular updates.		
5. Return to BAU: Internet interruption: For interruptions involving system failures a phased close down is preferable, restoring a system at a time, these are brought back online after thorough testing and data restoration has been checked for corruption and accuracy. The service owner will be informed of the restoration and be given the go ahead to use the service via email from the head of service and/or the FRM.		
6. Post Incident review Once staff have settled back into the office and laboratory, the whole incident and how it was co-ordinated should be reviewed. - Review any lessons learned exercises undertaken by the BCP invokers. - The centre manager/lead should review and feedback to the invokers of the BCP processes highlighting areas that worked and areas that require improving - Invokers are to update the BC plan		

4.5. Suppliers / Supply Chain

In the event of an incident impacting the capability, capacity and/or availability of the supply chain the following key actions are to be reviewed and completed by the Business Continuity Plan Owner / nominated individual(s):

1. Supplier informs of supplier chain interruption The Blizzard Institute is reliant on multiple suppliers to help deliver services to staff and students across QM. If one of these suppliers goes into administration or is unable to operate due to a disruption of their own, the Blizzard Institute would turn to alternate suppliers. On encountering such a disruption: The Director's office or the Principal Lab Manager (or Deputy Laboratory manager) will be informed of the issues encountered by staff and students.

- b. In the case of specialised reagents, the individual should contact the Supplier to understand the situation.
- c. The individual should consult with the current supplier to understand if there are any avenues to restore or provide an alternative option.
- d. The individual should discuss options available with a member of laboratory management and Procurement Category manager and potential of moving to an alternate supplier.
- e. Laboratory management will assess the impact on operations and research activities. This information will be fed back and discussed at the Laboratory management group, discussed within the centres and the potential workarounds that can be achieved fed back to laboratory management.
- f. The relevant invoker should inform procurement and obtain advice on the possibility of engaging an alternative supplier, if one has not been already identified.
- g. If the supplier interruption is on a larger scale, the invoker for research activities should contact the relevant Procurement manager.

2. BCP invocation:

The CIM team agree to invoke the BCP plan to:

- a. Engage an alternative identified supplier
- b. Go to market for a new supplier
- c. Deploy workaround

3. Priorities:

The suppliers listed in the table below would, however, be felt immediately, and alternative suppliers have been listed that can be approached or a workaround that can be implemented to keep key activities going.

Alternatives that are available for Blizzard Institute:

Administration

Supplier	Used for	Potential Alternative – No Contracts in Place	Workaround
Office Depot			

Education

Supplier	Used for	Potential Alternative – No Contracts in Place	Workaround
BMJ Careers	Advertising	No	No workaround

Research Activities

Supplier	Used for	Potential Alternative – No Contracts in Place	Workaround
Research Activities Specialist equipment & Core facilities •BALM facility	Please refer to Specialist equipment & Core Facilities supplier list.xlsx .		

•Flow Cytometry facility •Phenotypic screening facility •Genome Centre •CREATE facility •Protein facility (SBBS) •Core Pathology (UKAS Accredited)		
Research Activities - General lab processes • Containment level 1 • Containment level 2	Please refer to General lab processes CL1 & CL2 supplier list.xlsx .	
Research Activities - CL3 facilities • Blizzard CL3 suite I • Blizzard CL3 suite II • Abernethy CL3 suite	Please refer to General lab processes CL3 supplier list.xlsx .	
Research Activities - Sample & Reagent storage • Unmonitored Fridges/freezers • Cold room facilities • Ultra-low freezers • Cryogenic storage facility (plus CL3)	Please refer to Specialist equipment & Core Facilities supplier list.xlsx .	
Research Activities – IT & Data storage	Please ref to 4.4 Systems / IT of the Blizzard Institute Business Continuity Plan.	

4. Ongoing Communications:

The CIM will issue communications out to staff and students to inform them of the disruption and the institute's response.

The Director's office of the impacted area will draft and circulate the email.

- Impact of disruption
- Response plan
- Next update

Checkpoint meetings to be held with the Directors office, Head of Laboratory management and procurement to understand the position of the response plan.

The Directors office or laboratory management should then provide feedback to Blizzard Institute staff and students of the current status.

5. Return to BAU:

The new supplier begins delivery or providing services.

6. Post Incident review

Once services have resumed to normal, the whole incident and how it was co-ordinated should be reviewed.

- Review any lessons learned exercises undertaken by the BCP invokers.

- b) The centre manager/lead should review and feedback to the invokers of the BCP processes highlighting areas that worked and areas that require improving
- c) Invokers are to update the BC plan

5 Recovery - Return to Business as Usual (BAU)

During and following an incident, It Services may be functioning at a lower capacity than normal or be unable to perform particular tasks. Whether Location, staff, IT or Systems the next objective is to get all areas back to pre-incident levels (back to normal tasks, capacity etc), once the incident is concluding. To do this there will be additional steps required. On notification to return to pre incident operating conditions the following key actions are to be invoked by the Plan Owner:

BC Plan close (Based on direction from BC Lead / other appointment):

The CIM Team will make the decision to close the BCP after consultation with the centre leads/managers, who will receive reassurance from the staff and students involved on the status of the restoration work.

The preferred strategy for closing of BCP will be a phased one, however an immediate closure may be implemented under some circumstances.

Location Access Interruption: The Blizard Institute CIM team would be informed by Estates and Facilities that the location was deemed safe to return. Staff who are working from home or at an alternative location would be informed to return to the primary office and laboratory location by an all staff briefing held on Teams followed by an all-staff email

IT System interruption: For interruptions involving system failures a phased close down is preferable, by restoring a system at a time, once these are brought back online after thorough testing and data restoration is has been checked for corruption and accuracy. The service owner will be informed of the restoration and be given the go ahead to use the service via email from the head of service and/ or the FRM.

Staff/Resource interruption: As the number of staff returning to the office and laboratories increases, non-critical activities can resume. This will be a phased return to full BAU, unless it's an industrial strike situation whereby all staff members are back to work on the same day. Communication to the rest of the Institute would be expected to go out in advance if the date of all staff return is known. Otherwise, the communications of services returning to normal would be via the agreed communication times. Communication to the Faculty Executive Team would again be via the CIM team and on the agreed timescales.

Supplier Chain Interruption: Review the supplier BCP plan with Procurement category manager, ensure that they have remedial actions in place for future occurrences and that a valid BCP plan is in place.

6 Supporting Appendices

The following list of appendices has been added to provide further information and to support IT Services respond to a business interruption / incident.

Appendix: 6.1 Call Cascade List

Appendix: 6.2 Key Contacts Information

Appendix: 6.3 Enter Directorate/Department name / BIA requirements

Appendix: 6.4 Alternative Workplace Location (AWL) maps, directions, transport links etc.

Appendix: 6.5 Incident Log Template

Appendix: 6.6 Glossary

6.1. Appendix: Call Cascade List

Cascade lists are designed to allow quick/efficient sharing of information to targeted groups of people.

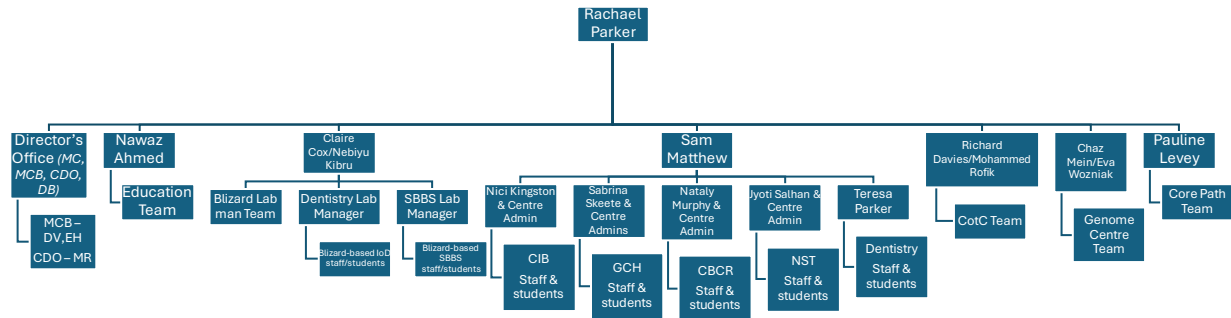
CASCADE 1	NOTIFYING	PRIMARY NUMBER	SECONDARY NUMBER
Administration Invoker	Mary Collins – Institute Director		mary.collins@qmul.ac.uk
	Rachael Parker – Institute Manager		rachael.parker@qmul.ac.uk
	Sam Matthew – Deputy Institute Manager		s.matthew@qmul.ac.uk
	Nici Kingston – Centre Manager, Immunobiology		n.j.kingston@qmul.ac.uk
	Nataly Murphy – Interim Centre Manager, Centre for Cell Biology & Cutaneous Research		n.murphy@qmul.ac.uk
	Sabrina Skeete - Centre Manager, Centre for Genomics & Child Health		s.skeete@qmul.ac.uk
	Jyoti Salhan - Centre Manager, Centre for Neuroscience, Surgery & Trauma		j.salhan@qmul.ac.uk
	Richard Davies – Operations Manager, Centre of the Cell		rdavies@qmul.ac.uk

CASCADE 2	NOTIFYING	PRIMARY NUMBER	SECONDARY NUMBER
Institute Manager – Education Invoker	Rachael Parker		Rachael.parker@qmul.ac.uk
	Nawaz Ahmed – Education Manager		nawaz.ahmed@qmul.ac.uk
	Jurgen Groet – Director of Education		j.groet@qmul.ac.uk
	Andrew Durham - Deputy Director of Education		a.durham@qmul.ac.uk

CASCADE 3	NOTIFYING	PRIMARY NUMBER	SECONDARY NUMBER
Head of Laboratory Management – Research Activities Invoker	Claire Cox – Principal Lab Manager		claire.cox@qmul.ac.uk
	Nebiyu Kibru – Deputy Lab Manager		n.kibru@qmul.ac.uk

	Sammy Tayan-Rodriguez - Containment Level 3 Manager		s.tayanrodriguez@qmul.ac.uk
	Maeve McLaughlin – BALM Manager		m.mclaughlin@qmul.ac.uk
	Gary Warnes – Flow Cytometry Manager		g.warnes@qmul.ac.uk
	Luke Gammon – Phenotypic Screening Manager		l.gammon@qmul.ac.uk
	Liisa Blowes – CREATE Manager		l.m.blowes@qmul.ac.uk
	Charles Mein – Genome Centre Manager Eva Wozniak – Genome Centre Deputy Manager		c.a.mein@qmul.ac.uk e.wozniak@qmul.ac.uk
	Pauline Levey – Core Pathology Manager		p.m.levey@qmul.ac.uk
	William Alazawi – Director of Research		w.alazawi@qmul.ac.uk
	Adrian Martineau – Centre for Immunobiology Lead		a.martineau@qmul.ac.uk
	David Kelsell - Centre for Cell Biology & Cutaneous Research Lead		d.p.kelsell@qmul.ac.uk
	Miguel Branco - Centre for Genomics & Child Health Lead		m.branco@qmul.ac.uk
	Adina Michael-Titus – Centre for Neuroscience, Surgery & Trauma Lead		a.t.michael-titus@qmul.ac.uk
	Fran Balkwill – Centre of the Cell Lead		f.balkwill@qmul.ac.uk
	Carlos De Oliveira – Research Manager		c.deoliveira@qmul.ac.uk

Blizard Institute Phone Cascade



6.2. Appendix: Key Contacts Information

Details of internal and external dependencies and contacts that may require notifying or communicating with during an incident.

Key Teams, staff and Support Desks, internal to QMUL.

INTERNAL DEPENDENCIES / CONTACTS			
Team Name	Contact Name	Email	Phone Number
ITS Faculty Relationship manager for FMD	Beth Prescott	b.prescott@qmul.ac.uk	No work phone
ITS Research Faculty Relationship manager	Alem Million	a.million@qmul.ac.uk	No work phone
EAF Operation manager	David Spink	d.spink@qmul.ac.uk	No work phone
EAF Campus Maintenance manager	Ian Wiser	i.wiser@qmul.ac.uk	No work phone
EAF Assistant facilities (Soft Services) manager	Stephen Borthwick	s.borthwick@qmul.ac.uk	No work phone
H&S manager (Biosafety Advisor) for FMD	Mark Ariyanayagam	m.r.ariyanayagam@qmul.ac.uk	No work phone
Head of Procurement	Bahar Shahin	b.shahin@qmul.ac.uk	No work phone
Category Manager - Scientific & Laboratory	Parveen Khaila	p.khaila@qmul.ac.uk	No work phone
Category Manager - Professional Services	Elena Mirabela Andrian	e.m.andrian@qmul.ac.uk	No work phone
Assistant Category Manager - Estates & Professional Services	Jasna Almeida	j.a.almeida@qmul.ac.uk	No work phone
Faculty Director of Operations, FMD	Francesca Gliubich	f.gliubich@qmul.ac.uk	No work phone

Key People/Companies/Support Desks, outside of QMUL.

EXTERNAL DEPENDENCIES / CONTACTS			
Company Name	Contact Name	Email	Phone Number
Administration			
Education			
Research Activities			

BOC	Julia Gregory/Cover	julia.gregory@boc.com/qmul@boc.com	
Labmode	Hugo Figueiredo – Office & Service manager	Hugo.Figueiredo@labmode.co.uk	0203 409 3489
Eppendorf	General - service desk	service@eppendorf.co.uk	
Pendragon			
Crowthorne			
Priorclave			
Getinge			
T-Scan Monitoring System			
Asecos			
Astell			
LabTech			
EVS			
Haier			
Avidity			
Core Facilities			
BD (Flow Cytometry)			0800 917 8776
Leica	General – service desk	uk.service@leica-microsystems.com	+44 8456 049 095
Zeiss	General – service desk	service.microscopy.uk@zeiss.com	+44 1223 401500

6.3. Appendix: Faculty of Medicine & Dentistry, Blizzard Institute - BIA Requirements

Majority of this information is found in the BIA.

Link to the BIA, BCP and affiliated documents;

https://teams.microsoft.com/l/team/19%3awcDkfXweLn-Za-HSwScpFqScAlAaJJuAbfH6_2UG3U1%40thread.tacv2/conversations?groupId=17066638-8aec-4c21-a045-0982dbb810c6&tenantId=569df091-b013-40e3-86ee-bd9cb9e25814

Key Activities Described:

(1) KEY Business Activities: Enter high-level key business activities which are performed within your area of business.

(2) Description: Enter high-level description for key business activities which are performed within your area of business.

(3) Business Recovery Time Objective (RTO): Confirm the time required to recover the key business activities before there is a major impact within your area of business.

(4) Staff: The staff essential to deliver each of the Department's Activities.

KEY Activities			
KEY Business Activity (1)	Description (2)	Business RTO (3)	FTEs(4)

6.4 Appendix: Faculty of Medicine & Dentistry, Blizzard Institute - Alternative Workplace Location (AWL) Requirements

Alternative Working Location (AWL) Seat Requirements:

(1) AWL – Alternative Working Location.

(2) A formally pre-arranged location(s) from which some staff will operate when this plan is activated.

(3) Staff who will work from home when this plan is activated.

(4) Summary of above 3 areas.

KEY Business Activity	Alternate Location (2) (No & specify where)	Home (3) (No. Only)	Total FTEs (4)
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Administration	From Home/ one of the other campus Sites	All	All
Education	From Home/ one of the other campus Sites	All	All
Research Activities	- Abernethy labs (incl. CL3) > Blizzard labs (incl. CL3)/Wingate (not incl. CL3) - Wingate labs > Abernethy/Blizzard labs - Blizzard CL3 > Abernethy CL3	Write up and analysis only!	All

IT Equipment required by activity:

- (1) List The IT applications essential to deliver each of the Department's activities. Ensure description includes version.
- (2) **Recovery Time Objective (RTO):** The loss of work which is acceptable if an IT application is lost.
- (3) **Recovery Point Objective (RPO):** This is the latest acceptable or maximum time by which the Department should have the means to continue this Activity.

RTO and RPO should be expressed in: 1 hour, 4 hours, 8 hours, 12 hours 24 hours, 72 hours, 1 week, 4 weeks, or >4 weeks.

IT Equipment required by activity		
Applications (Description) (1)	RTO (2)	RPO (3)
EAF & ITS ticket (ServiceNow)	1 week	2 weeks
MySIS	48 hours	72 hours
QMplus and OPD	4 Hours	24 Hours
Office365(SharePoint)	4 hours	24 hours
Agresso	24 hours	72 hours
MyHR	8 hours	2 weeks

The following table should list the key Suppliers the department are reliant on for their function.

Key Suppliers		
Supplier	Description of the Supplier Service	Supplier Point of Contact & Details

The following table list the key internal interdependencies the department is reliant on.

(1) Department: Name of the team/department the internal relationship is with.

(2) Description: what the relationship/work involves.

(3) Dependency: Is the other department/stream Upstream, Downstream, or Up/Downstream?

Key Internal Relationships		
Department (1)	Description (2)	Dependency (3)
Estates & Facilities Directorate	Security, facilities, Space, utility support to get access to rooms or power restoration.	Upstream and Downstream
IT Services	Communications to the wider staff and student audiences	Downstream
Finance	Procurement of office wear and laboratory supplies. Accounts payable – Payment of goods	Upstream
H&S Directorate	Support failure of high-risk areas in the lab	Upstream and Downstream
Human Resources	Access to staff contact details for communication purposes	Downstream

The following table contains information about any items the department maintain off site, to use in an emergency.

Essential Items Stored Off Site		
Business Activity	Items	Storage Site/Location & How Retrieved

Michele Dessi (E-learning and Digital Media Manager)	iMac Lacie storage unit	Mic Dessi – Home (Obtain from Rachael Parker)

This table lists all the equipment that the department will need, over and above normal desks and PC. E.g. - special printers, telephone hunt/hit groups, scanners etc.

Business Activity	Items	Where located & how retrieved

6.5 Appendix: Template Incident Log

During an incident you may want to track actions and decisions taken, this information will also provide supporting information for any post incident review conducted.

KEY:

1. Time: Data and time the entry is made
2. Serial Number: Incident number, consequential reference
3. Occurrence: A description of what has happened / has to happen
4. Initials: Of the person making the log entry

Incident Log			
Date:		Sheet No.:	
Time (1)	Serial No. (2)	Occurrence (3)	Initials (4)

6.6 Appendix: Glossary

[illegible]