

INITIAL ACTION LIST (COMPLETE AT TIME OF INCIDENT)

WRITE YOUR NAME HERE:

DATE:

TIME:

Nature of the incident:

Headlines:

What has happened?

What is affected?

Is there a known timeframe for the disruption?

What does the caller need from you?

Take a note of any contact names offered:

- 1.
- 2.
- 3.
- 4.
- 5.

ACTION LIST FOR PERSON CALLED:

Are you going to activate the plan? If so, go to the next page.

PLAN OUTLINE

1 Outline of Critical Function:

PRECINCT –

- 1. Primary substation is on Hospital property off Myrtle Road. Three HV cables feed UoB intake sub-station, along Myrtle Road and St Michael's Park to rear of Oldbury House.*
- 2. 11kv Intake Sub-Station in Oldbury House car park.*
- 3. Two 11 kv HV ring mains circuits University owned.*
- 4. 23 No. Distribution Sub-Stations.*
- 5. Individual distribution systems and local distribution boards in buildings.*

Failure of one cable (being hit during excavation, for example: this can be switched by UoB HV AP within 1 hour). Failure of one complete Sub-Station would take out 1 building or a group of buildings and would take 2-3 days to recover using hired in generators and utilising SSEC (term maintenance contractor). Failure of intake sub-station can be switched around if only part of sub was damaged, within 3 hours back-up and running by UoB HV AP. Failure of Primary sub is outside of UoB scope and dependent on WPD to resolve, but could potentially be weeks to resolve. However, WPD should implement their own contingency plan in this event and University could potentially be fed from Lockleased primary sub instead.

RESIDENCES – STOKE BISHOP

- 1. Intake Sub-Station at Badock*
- 2. 1 HV ring main University owned*
- 3. 4 distribution Sub-Stations*
- 4. Individual distribution boards in buildings*

Failure of one cable (being hit during excavation, for example: this can be switched by UoB HV AP within 1 hour). Failure of one complete Sub-Station would take out 1 building or a group of buildings and would take 2-3 days to recover using hired in generators and utilising SSEC (term maintenance contractor). Failure of intake sub-station can be switched around if only part of sub was damaged, within 3 hours back-up and running by UoB HV AP. Failure of Primary supplies is outside of UoB scope and dependent on WPD to resolve, but could potentially be weeks to resolve. However, WPD should implement their own contingency plan in this event and University could potentially be fed from alternative sub instead.

RESIDENCES – CLIFTON

- 1. Distribution Sub-Stations at Goldney only. Other residences have individual LV intakes from provider.*
- 2. In all properties individual distribution boards.*

Failure of cable in road is responsibility of WPD to fix and they should repair same day. Failure of building sub-station or building distribution boards should be able to be operational same day.

LANGFORD

- 1. Mains power onto site*
- 2. One main intake Sub-Station*
- 3. One HV ring main*
- 4. 6 Distribution Sub-Stations*
- 5. Distribution boards in buildings*

Generators are already installed to ensure back-up power to all ASUs. Failure of one cable (being hit during excavation, for example: this can be switched by UoB HV AP within 1 hour). Failure of one complete Sub-Station would take out 1 building or a group of buildings and would take up to 12 hours to recover using existing generators. Using hired in generators would take 2 to 3 days. Utilising SSEC (term maintenance contractor). Failure of intake sub-station can be switched around if only part of sub was damaged, within 3 hours back-up and running by UoB HV AP. Failure of Primary supplies is outside of UoB scope and dependent on WPD to resolve. However, WPD should implement their own contingency plan in this event.

2 **Business Impact Analysis (max tolerable period of disruption & recovery time objective):**

Maximum tolerable period of disruption – 4 hours (could take 24 hours to get generators on site and connected to the building, load shedding may have to take place).

Recovery Time Objective – 4 hours (Emergency lights will only last for 3 hours).

3 **Basic Concept of Operations and Key Activities (to deliver this service/maintain this critical function(s)):**

Please note, in addition to this plan, there are the following documents which may cross refer with this one:

- University Incident & Crisis Management Framework (ICMF)
- Tactical Response Group Plan (Estates Operations)

4 **Detail concept of operations to make this plan work:**

4.1 **Notification:**

Notification for activation of this plan will be received from the following sources:

- Security Services
- Estates Operations

4.2 **Activation:**

The people responsible for activating this plan are:

| Name: | Job Title: |
|---------------|--------------------------------|
| Jeni Cummins | Senior Engineer |
| Mark Schafer | Maintenance Manager |
| Steve Hyde | Senior Surveyor |
| Parviz Partow | Director of Estates Operations |
| Ken McCombe | Maintenance Manager |
| | |

4.3 **Management Team (may include some of those able to activate the plan):**

The management team for operating this plan is as follows:

| Name: | Job Title: | Principal Role: | Contact: |
|---------------|--------------------------------|----------------------|-------------|
| Jeni Cummins | Senior Engineer | Response coordinator | 07909917644 |
| Mark Schafer | Maintenance Manager | Response coordinator | 07909917634 |
| Steve Hyde | Senior Surveyor | TRG liaison | 07786115862 |
| Parviz Partow | Director of Estates Operations | TRG liaison | 07868657103 |
| Ken McCombe | Maintenance Manager | Response coordinator | 07900498921 |
| | | | |

4.4 **Management Process**

The person leading the response will evaluate the situation.

- Is there is an effect on:
 - a. People?
 - b. Premises?
 - c. Technology?
 - d. Information?
 - e. Suppliers & Dependencies?

- f. A combination?
- Determine which areas to prioritise based on the below action checklists, bearing in mind the severity of the disruption and the length of time to recovery a particular aspect.
- After the initial actions have been undertaken, determine:
 - a. When you will next meet
 - b. Who is to act in the roles listed in 4.3 (if different)
 - c. Who will communicate any updates to University third parties (e.g. Security Services, Tactical Response Group, Strategic Response Group, etc)

ACTION PLAN

(Author note: please complete one action plan for **each** part of the system or process listed in serial 2 in form 2)

5 **Action Plan** *Loss of electricity to the Precinct*

Recovery Time Objective (hours/days): 4 hours (due to emergency lights discharging), else whole building must be closed.

Could be up to 6 weeks down if worst failures, but would get generators operational within days in this event.

Generators already on site are:
Pre-C Vet School, Medical School, Royal Fort Lodge, Computer Centre, ASU Biological Science.

Mobile generator connection points are in place for Bio Science, WMB, Geography, Chemistry, Synthetic Chemistry, MVB.

Fuel monitoring of oil tanks already in place.
Fuel for generators will only last 1 day, but no guarantee of replacement fuel delivery within 3 days.

Maximum Tolerable Period of Disruption (hours/days): 4 hours (due to emergency lights discharging). Could take 24 hours to generators on site and connected to building. Load shedding may have to take place.

5.1 **People:** How many people do you require to undertake this task?

1 HV AP from Maintenance Team.
Electrical HV maintenance service contractor (SSEC). Telephone 07768 560361

5.2 **Premises:** Where will staff relocate to? Do they need specialist premises?

If **Old Park Hill** closed, would instigate building contingency plan:

1. Maintenance workshops and staff would all relocate to Workshops at Hollybush Lane. Staff should be out on site most of the day so although it would be tight it is not insurmountable. Maintenance Managers could work out of Downside Cottage. There is a 24 point switch available for data connections so there is data capacity. PC's would be borrowed from student PC labs and operational within 24 hours.
2. Contractor's Office would be relocated to Hollybush Lane.
3. Help Desk phone number and desk location would be relocated to Downside Cottage. Help Desk emergency mobile phone number is 07879 443580
4. BMS reporting could be set up within 24hours at alternative head end such as Medical School or Security Lodge.
5. Capital Maintenance and Infrastructure could relocate to LGF Senate House or meeting rooms in Senate House. LGF Senate House has a 48 point switch available for data connections so there is data capacity. Working from home is a limited option, with 600 VPN log-ons available as long as no other buildings are affected.
6. There are two Estates IT servers; one in 1-9OPH and one in RFH so Estates servers would still be available. This is also backed up at Computer centre and Senate House. Estates IT should restore all IT functions over time, but the following are priority, in order: a) Building Log Books on P: Drive, b) Maintrix, c) HV Mimic in the event of power failure only, d) phones and

help desk facility, e) Downside Cottage computing for additional Maintenance Managers, f) everything else.

7. Land-line phones can be re-provided elsewhere. However, loss of MVB would result in loss of phones to 1-9 OPH including modem links to BMS. Generator can be provided at MVB to run phone switch within 24 hours. Reduced capacity phone capability could also be provided from Chemistry.

8. Stores stock would have to be re-ordered. Essential spares for ASU's should be considered to be held in duplicate elsewhere.

If buildings were to close for more than one day then individual Building Contingency Plans would be put in place.

Alternative nominated site (if applicable):

The alternative site for this service is: *Depends on which building it is/see above for OPH*

The contact details for confirming the move to this site are:

| Name: | Contact Details: |
|------------------------|-------------------------|
| Help Desk Emergency No | 07879 443580 |
| Mark Schafer | 07909 917634 |
| Parviz Partow | 07868 657103 |

See layout diagram below where a drawing of the room layout can be inserted

Disruption to accommodation might be due to:

1. No access to your building
2. Lack of power
3. Lack of IT support at your normal location.

5.3 Technology:

What is required?

How many phones/PCs etc will be required?

What means of data communication is required?

What databases are required and how are they stored?

Mobile phones already in place

Access to PCs for Estates CAD information

| Name and telephone: | Equipment: |
|----------------------------------|--|
| Team have mobile phones already. | Mobile phones |
| Kevin Thomas 07528681380 | PCS for Estates CAD Information |
| Kevin Thomas 07528681380 | Building Log Books on P: Drive |
| Kevin Thomas 07528681380 | Maintrix, |
| Mark Schafer 07909 917634 | HV Mimic in the event of power failure only |
| Kevin Thomas 07528681380 | Phones and help desk facility |
| Kevin Thomas 07528681380 | Downside Cottage computing for additional Maintenance Managers |
| | |
| | |

If you operate equipment or require phones to be diverted detail this here, explaining how this is achieved and what other parts of the University have agreed to do.

| Equipment: | Details (quantity/type, etc): |
|--|-------------------------------|
| Specialist electrical equipment stored locally in each sub-station | |
| | |
| | |

You may want to put an annex in this plan outlining how your prearranged accommodation will be laid out showing desks and telephone numbers.

5.4 Information:

What information is required if different from 5.3 above?

Where is it stored?

Are there any paper information collection and collation systems used in place of technology?

The non-IT office equipment requirements are:

| Equipment: | Sourced from? | Location stored: |
|---|----------------|---|
| Computerised mimic screen held on estates server. | Estates Server | Estates Server, backed up in 1-9OPH, Senate House, Computer Centre and MVB. |
| All HV AP's issued with paper copy of HV network diagram. | HV AP offices | 1-9OPH |
| | | |
| | | |

5.5 Suppliers & Dependencies:

Who do you depend on to undertake this process?

Is there scope for reciprocal arrangements (internally or externally)?

What are their business continuity arrangements?

SSEC – on a 5 year maintenance contract from August 2009 to July 2014. Telephone 07768 560361

Estates IT – dependent on server for mimic screen. Contact Kevin Thomas 07528681380

ACTION PLAN

(Author note: please complete one action plan for **each** part of the system or process listed in serial 2 in form 2)

5 Action Plan

Loss of electricity to Residences - Clifton

Recovery Time Objective (hours/days): 4 hours (internal loss of supply) / 8 hours (external loss of supply)

No generators exist in Clifton.

With the exception of Goldney Hall power is fed directly from local distribution provider into buildings.

Maximum Tolerable Period of Disruption (hours/days):

Emergency lights in buildings will last 3 hours. Could take generators 24 hours to get on site and connected.

5.1 People:

How many people do you require to undertake this task?

1 HV AP from Maintenance Team.

Electrical HV maintenance service contractor (SSEC). Telephone 07768 560361

5.2 Premises:

Where will staff relocate to?

Do they need specialist premises?

If failure of power to building was more than one day then individual Residential Contingency Plans would be put in place.

Alternative nominated site (if applicable):

The alternative site for this service is: Depends on which building it is/Residential Contingency Plans to stipulate alternative sites.

The contact details for confirming the move to this site are:

| Name: | Contact Details: |
|--|--|
| Neil Sapsworth, Director of Residential and Hospitality Services | (0117) 3310567/ 01275 542956 / 07989238329 |
| | |
| | |

See layout diagram below where a drawing of the room layout can be inserted

Disruption to accommodation might be due to:

1. No access to your building
2. Lack of power
3. Lack of IT support at your normal location.

5.3 Technology:

What is required?

How many phones/PCs etc will be required?

What means of data communication is required?

What databases are required and how are they stored?

Mobile phones already in place

Access to PCs for Estates CAD information

| Name and telephone: | Equipment: |
|----------------------------------|--|
| Team have mobile phones already. | Mobile phones |
| Kevin Thomas 07528681380 | PCS for Estates CAD Information |
| Kevin Thomas 07528681380 | Building Log Books on P: Drive |
| Kevin Thomas 07528681380 | Maintrix, |
| Mark Schafer 07909 917634 | HV Mimic in the event of power failure only |
| Kevin Thomas 07528681380 | Phones and help desk facility |
| Kevin Thomas 07528681380 | Downside Cottage computing for additional Maintenance Managers |
| | |
| | |

If you operate equipment or require phones to be diverted detail this here, explaining how this is achieved and what other parts of the University have agreed to do.

| Equipment: | Details (quantity/type, etc): |
|------------|-------------------------------|
| | |
| | |

You may want to put an annex in this plan outlining how your prearranged accommodation will be laid out showing desks and telephone numbers.

5.4 Information:

What information is required if different from 5.3 above?

Where is it stored?

Are there any paper information collection and collation systems used in place of technology?

The non-IT office equipment requirements are:

| Equipment: | Sourced from? | Location stored: |
|---|----------------|---|
| Computerised mimic screen held on estates server. | Estates Server | Estates Server, backed up in 1-9OPH, Senate House, Computer Centre and MVB. |
| All HV AP's issued with paper copy of HV network diagram. | HV AP offices | 1-9OPH |
| | | |
| | | |

5.5 **Suppliers & Dependencies:**

Who do you depend on to undertake this process?

Is there scope for reciprocal arrangements (internally or externally)?

What are their business continuity arrangements?

SSEC – on a 5 year maintenance contract from August 2009 to July 2014. Telephone 07768 560361

ACTION PLAN

(Author note: please complete one action plan for **each** part of the system or process listed in serial 2 in form 2)

5

Action Plan

Loss of electricity to Residences – Stoke Bishop

Recovery Time Objective (hours/days): 4 hours (internal loss of supply) / 8 hours (external loss of supply)

Failure of HV cable (being hit by excavation for example) this can be switched by HV AP within 3 hours. Failure of one complete Sub-Station would take out one building and could take up to 3-5 days to recovered using hired-in generators and utilising SSEC. Failure at the Intake Sub-Station cannot be switched around therefore would result in entire site being dependant on generators which would take 2-3 days to arrange.

Maximum Tolerable Period of Disruption (hours/days):

Emergency lights in buildings will last 3 hours. Could take generators 24 hours to get on site and fitted.

5.1 **People:**

How many people do you require to undertake this task?

1 HV AP from Maintenance Team.

Electrical HV maintenance service contractor (SSEC). Telephone 07768 560361

If you are not going to include all essential personnel that should be contacted here then show where lists are kept

5.2 **Premises:**

Where will staff relocate to?
Do they need specialist premises?

If failure of power to building was more than one day then individual Residential Contingency Plans would be put in place.

Alternative nominated site (if applicable):

The alternative site for this service is: *Depends on which building it is/Residential Contingency Plans to stipulate alternative sites.*

The contact details for confirming the move to this site are:

| Name: | Contact Details: |
|--|--|
| Neil Sapsworth, Director of Residential and Hospitality Services | (0117) 3310567/ 01275 542956 / 07989238329 |
| | |
| | |

See layout diagram below where a drawing of the room layout can be inserted

Disruption to accommodation might be due to:

1. No access to your building
2. Lack of power
3. Lack of IT support at your normal location.

5.3 **Technology:**

What is required?
How many phones/PCs etc will be required?
What means of data communication is required?
What databases are required and how are they stored?

*Mobile phones already in place
Access to PCs for Estates CAD information*

| Name and telephone: | Equipment: |
|----------------------------------|--|
| Team have mobile phones already. | Mobile phones |
| Kevin Thomas 07528681380 | PCS for Estates CAD Information |
| Kevin Thomas 07528681380 | Building Log Books on P: Drive |
| Kevin Thomas 07528681380 | Maintrix, |
| Mark Schafer 07909 917634 | HV Mimic in the event of power failure only |
| Kevin Thomas 07528681380 | Phones and help desk facility |
| Kevin Thomas 07528681380 | Downside Cottage computing for additional Maintenance Managers |
| | |
| | |

If you operate equipment or require phones to be diverted detail this here, explaining how this is achieved and what other parts of the University have agreed to do.

| Equipment: | Details (quantity/type, etc): |
|------------|-------------------------------|
| | |
| | |
| | |

You may want to put an annex in this plan outlining how your prearranged accommodation will be laid out showing desks and telephone numbers.

5.4 Information:

What information is required if different from 5.3 above?

Where is it stored?

Are there any paper information collection and collation systems used in place of technology?

The non-IT office equipment requirements are:

| Equipment: | Sourced from? | Location stored: |
|--|--------------------------|-------------------------|
| Electrical equipment already within University | Estates Operations HV AP | 1-9 OPH |
| | | |
| | | |

5.5 Suppliers & Dependencies:

Who do you depend on to undertake this process?

Is there scope for reciprocal arrangements (internally or externally)?

What are their business continuity arrangements?

SSEC – on a 5 year maintenance contract from August 2009 to July 2014. Telephone 07768 560361

ACTION PLAN

(Author note: please complete one action plan for **each** part of the system or process listed in serial 2 in form 2)

5

Action Plan

Loss of electricity to Langford

Recovery Time Objective (hours/days): 2 hours ASUs / 1 day all other buildings

Maximum Tolerable Period of Disruption (hours/days):

1 day (Langford non ASU buildings)

2 hours (Langford ASUs)

Failure of HV cable (being hit by excavation for example) this can be switched by HV AP within 2 hours. Failure of one complete Sub-Station would take out one building and could take up to 3 days to recover using hired-in generators and utilising SSEC.

ASU buildings have generators, so would stay operational and switch on automatically.

Failure at the Intake Sub-Station cannot be switched around therefore would result in entire non-ASU site being dependant on hired-in generators which would take 2-3 days to arrange.

5.1 People:

How many people do you require to undertake this task?

1 HV AP from Maintenance Team.

Electrical HV maintenance service contractor (SSEC). Telephone 07768 560361

If you are not going to include all essential personnel that should be contacted here then show where lists are kept

5.2 Premises:

Where will staff relocate to?

Do they need specialist premises?

If buildings were to close for more than one day then individual Building Contingency Plans would be put in place.

Alternative nominated site (if applicable):

The alternative site for this service is: *Depends on which building it is (non-ASU). ASUs cannot readily relocate but there are other facilities on Precinct they could move to in emergency.*

The contact details for confirming the move to this site are:

| Name: | Contact Details: |
|------------------------|-------------------------|
| Lynn Hill (LVS) | (0117) 928 9561 |
| Jean Harbour | (0117) 928 9456 |
| Barbara Mortimer (ASU) | |

See layout diagram below where a drawing of the room layout can be inserted

Disruption to accommodation might be due to:

1. No access to your building
2. Lack of power
3. Lack of IT support at your normal location.

5.3 Technology:

- What is required?
- How many phones/PCs etc will be required?
- What means of data communication is required?
- What databases are required and how are they stored?

Mobile phones already in place
Access to PCs for Estates CAD information

Note below where these are stored, what is required and who to contact to arrange for back-up.

Insert the information on requirements, where information is stored and contacts here.

| Name and telephone: | Equipment: |
|----------------------------------|--|
| Team have mobile phones already. | Mobile phones |
| Kevin Thomas 07528681380 | PCS for Estates CAD Information |
| Kevin Thomas 07528681380 | Building Log Books on P: Drive |
| Kevin Thomas 07528681380 | Maintrix, |
| Mark Schafer 07909 917634 | HV Mimic in the event of power failure only |
| Kevin Thomas 07528681380 | Phones and help desk facility |
| Kevin Thomas 07528681380 | Downside Cottage computing for additional Maintenance Managers |
| | |
| | |

If you operate equipment or require phones to be diverted detail this here, explaining how this is achieved and what other parts of the University have agreed to do.

| Equipment: | Details (quantity/type, etc): |
|------------|-------------------------------|
| | |
| | |
| | |

You may want to put an annex in this plan outlining how your prearranged accommodation will be laid out showing desks and telephone numbers.

5.4 Information:

What information is required if different from 5.3 above?

Where is it stored?

Are there any paper information collection and collation systems used in place of technology?

The non-IT office equipment requirements are:

| Equipment: | Sourced from? | Location stored: |
|--|--------------------------|-------------------------|
| Electrical equipment already within University | Estates Operations HV AP | 1-9 OPH |
| | | |
| | | |

5.5 Suppliers & Dependencies:

Who do you depend on to undertake this process?

Is there scope for reciprocal arrangements (internally or externally)?

What are their business continuity arrangements?

SSEC – on a 5 year maintenance contract from August 2009 to July 2014. Telephone 07768 560361

USEFUL TELEPHONE NUMBERS

(Author note: list here the key contacts you need for this business continuity plan – remember some of these may be repeated in the Tactical Response Group plans and in the Incident & Crisis Management Framework)

| Name/Service Unit: | Numbers: |
|---|-----------------|
| Jeni Cummins, Senior Engineer, Estates Operations | 07909 917644 |
| Mark Schafer, Maintenance Manager, Estates Operations | 07909 917634 |
| Parviz Partow Director of Estates Operations | 07868 657103 |
| Steve Hyde, Senior Surveyor, Estates Operations | 07786 115862 |
| SSEC (Andy Maby) | 07768 560361 |
| SSEC (Colin Whitworth) | 07767 851049 |
| SSEC (John Brittain) | 01656 679683 |
| Estates Stores | 0117 928 8854 |
| Kevin Thomas | 07528 681380 |
| Help Desk Emergency No | 07879 443580 |

Once this document is complete, please return a copy to the Planning Office (Rachel Acres & Peter Wilgoss) and Security Services (Jerry Woods) for filing and future reference if required.

LAYOUT DIAGRAM FOR TEMPORARY SPACE REQUIRED DUE TO RELOCATION (Insert if required)
