



Business Continuity Management

“An Excellent Authority”

Document Control

Active date	Review date	Department	Author	Editor	Publisher
20/12/2005	01/04/2012	Strategic Planning	Jeff Edwards	Jeff Edwards	Jeff Edwards

Legislation

Title	N/A
Civil Contingencies Act 2004	

Amendment History

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Version 1	23/01/2006	Jeff Edwards	Change by Director for Strategic Planning
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V 9	01/10/2011	Jeff Edwards	New Organisational changes

Equalities Impact Assessment

Initial	Full	Date	Reviewed by	Comments
X				

Civil Contingencies Impact Assessment

Date	Reviewed by	Comments
20/12/2005	Jeff Edwards	To meet obligations as 1 st line responder under the act

Related Policies

Title	Author	Department
Business Continuity Policy	Jeff Edwards	Strategy & Member Development

Distribution List

Name	Position	I/R
SMG	Senior Management Group	

Sign-Off List

Name	Position
SMG	Strategic Management Group
Authority	MFRA Authority
Deb Appleton	Director of Strategic Planning

Related Documents

Ref No.	Title	Author	Version & Date
	CLT Report	Jeff Edwards	
	Authority Report	Jeff Edwards	

Target audience

All MFS	X	Ops Crews	X	Fire safety	X	Community FS	X	Civilian Staff	X
Principal off.	X	Senior off.	X	SMG	X	HoD	X	External Partners	X

Ownership

Publicly owned document	Yes		URL	
	No	X	Reason	Relates to MFRS ability to function following a Major Business Interruption

POLICY

MERSEYSIDE FIRE & RESCUE SERVICE



BUSINESS CONTINUITY MANAGEMENT PLAN

Revised November 2011

BUSINESS CONTINUITY MANAGEMENT PLANNING

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BUSINESS CONTINUITY MANAGEMENT

Part One

Business Continuity Management Plan.

Purpose of the Plan

1. Introduction.

1.1 Business Continuity Management has been implemented to allow Merseyside Fire & Rescue Authority to operate in the event of any Major Business Interruption.

1.2 (“**Major Business Interruption**” is defined as a business interruption which affects a number of service areas in their entirety or more than one specific site”. Or “**a major business interruption**” is defined as a business interruption that requires a Strategic Management Group (SMG) response and activation of the specific Business Continuity Plan that affects its normal business and to meet its obligations under the Civil Contingencies Act 2004.

1.3 This Business Continuity Procedure establishes an operational framework for proactive resilience to disruption, interruption or loss in supplying Merseyside Fire & Rescue Services (MFRS).

1.4 Business Continuity Management is an ongoing process of risk assessment and management with the purpose of ensuring that MFRS can continue to operate if risks materialise. Business Continuity Management should not be in reaction to a Business Interruption incident, but a planned response, requiring planning across all facets of the organisation. The procedures and responsibilities contained within this Procedure have the full support of the Merseyside Fire & Rescue Authority (MFRA) and Strategic Management Group (SMG), as MFRA resilience depends equally on its managers and operational staff, as well as on technology.

2. Purpose

2.1 Every year some 20% of organisations suffer a major disruption through, fire, flood, storm, terrorism, power outages or ICT failure.

2.2 This document will enable MFRA to identify the impact of potential losses arising from such Business Interruption incidents, to formulate and implement viable continuity strategies, and to develop continuity plans which will ensure continuity of Merseyside Fire & Rescue Service in the event of a Business Interruption incident.

2.3 This overarching corporate plan links to Business Continuity Plans for all departments. These plans are a documented collection of procedures and information that are developed, compiled and maintained in readiness for use in a Business Interruption incident, not to be confused with Disaster Recovery, which is

the enactment of the selected Business Continuity Plan in reaction to a Business Interruption incident.

2.4 Part of Business Continuity Planning is a requirement to conduct a Business Impact Analysis for all departments within Merseyside Fire & Rescue Service. To assess the quantitative (e.g. Financial and Service levels) and the qualitative (e.g. operational, reputation, legal and regulatory), impacts and loss resulting from a major Business Interruption incident. MFRS has a Business Impact Resource Recovery Analysis contained within each BCP to assist in identifying the minimum level of resource required to enable recovery for each department. I.e. Laptops, Mobiles phones, personnel etc.

2.5 MFRS is committed to ensuring that as part of its BCP's the confidentiality, integrity, access and overall security of information is maintained. This is detailed more specifically within each individual service areas BCP and the Authorities overall information security policy. The main corporate wide principles are adopted from the use of Government Protective Markings and adhering to national standards around Information Security as detailed by the Cabinet office.

3. The plans address. (See link to BCP plans on the Portal)

- Total loss of any Merseyside Fire & Rescue Service Department.
- Significant/partial damage to any Merseyside Fire & Rescue Service Department.
- Significant/partial Failure of the Information Technology system.
- Loss of /damage to information/data
- Loss of/disruption to primary utilities.
- Loss of staff/Pandemic.
- Loss of suppliers.
- See link to BCP plans on MFRS Portal below
- <http://intranetportal/sites/smd/buscont/Business%20Continuity%20Plans/Forms/AllItems.aspx>.

4. Activation/De-activation.

4.1 The appropriate sections of this overall Corporate plan and the associated departmental plan(s) will be activated/De-activated by the Strategic Management Group in the event that any one or more of the events listed in (3.0) above occurs.

5. Plan Ownership

5.1 The Merseyside Fire and Rescue Authority supported by the Strategic Management Group fully support Business Continuity Management and recognise that in any Major Business Interruption where the procedure and subsequent plan(s) are evoked, tough decisions will need to be made, which this procedure will assist in providing the framework. Signed by Chair of the Authority and the Chief Fire Officer of Merseyside Fire and Rescue Service

Authority Chair. _____

Chief Fire Officer _____

Date _____

6. Accountability, Roles and areas of Responsibilities and Authority

6.1 The Role of the Strategic Management Group (SMG)

The role of the Strategic Management Group is:

6.1.1 To take strategic decisions involved in restoring Merseyside Fire & Rescue Service business at the onset of an Major Business Interruption until it is controlled, contained or the relevant departmental business continuity Plan(s) have been enacted and the plan has subsequently been de-activated. The CFO or his deputy will act as the chair of the SMG and that contingency cover arrangements provided for the SMG by its respective deputies is also further augmented by the use of MFRS Flexible duty system and the operation of the recall to duty system .

6.1.2 To ensure that communication is made and maintained with key partners and the media to minimise any potential negative impact for Merseyside Fire & Rescue Service.

6.1.3 Once the situation has been assessed and appropriate strategic decisions have been made as to the extent and response to the Major Business Interruption incident, then the Strategic Management Group (SMG) would devolve responsibility for the Major Business Interruption to the Business Recovery Team (BRT), who will implement such decisions made by the SMG, The SMG will retain overall responsibility for the activation/de-activation of departmental plans.

6.2 The Structure of the Strategic Management Group (SMG)

Role	Name	Deputy	Contact Details
CFO	Dan Stephens	DCFO/DCE	0151-296-4101
DCFO	Phil Garrigan	CFO/DCE	0151-296-4104
DCE	Kieran Timmins	Ian Cummins	0151-296-4202
Director of Legal Services	Janet Henshaw	Sarah Bourne	0151-296-4301 0151-296-4122
Director Of Corporate Communications	Peter Rushton	TBA	0151-296-4557 0151-296-4406
Director of People & Organisational Development	Nick Mernock	Lynn Hughes	0151-296-4320 0151-296-4781
Director of Strategic Planning	Deb Appleton	John Curtis	0151-296-4402 0151-296-4566
AM Operational Preparedness	Chris Howard	Glynis Lomax Nick Searle	0151-296-4601 0151-296-6488 0151-296-5599
AM Operational Response	Dave Mottram	Paul Hitchen Garry Williams	0151-296- 4501 0151-296-4605 0151-296-4362
AM Protection & Prevention	Myles Platt	Guy Keen	0151-296-4644 0151-296-4615

6.3 The primary issues for SMG to decide are:

- Which Business Continuity Plan(s) should be activated/de-activated:
- The timing and extent of any period of Business Continuity Plan(s) activation/de-activation ;
- Continued service delivery
- Maintaining Merseyside Fire & Rescue Service reputation and brand image.
- Maintaining public, stakeholder and regulatory confidence & trust

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- Demonstrating effective & fit for purpose business continuity management and governance is in place to Authority Members, media, customers, stakeholders and regulators.
- The limitation and where possible the prevention of the impact on Merseyside Fire & Rescue Service of a business Interruption incident.
- Minimisation of the impact of an Major Business Interruption on Merseyside Fire & Rescue Service stakeholders by providing continuity of services, products and resources.
- The establishment of a clearly predefined and documented strategic management response following a business Interruption incident.
- Clearly defined business continuity management roles and responsibilities, accountability and authority.
- The clearly defined, effective and fit for purpose procedures to deal with the management of an Major Business Interruption (Business Continuity Plan) that includes evacuation, liaison with other emergency services, internal and external communications, coordination of the response to the Major Business Interruption and escalation.

6.4 The SMG shall convene whenever a Major Business Interruption is deemed likely to impact upon the ability of Merseyside Fire & Rescue Service to provide its services, products or resources (see 3.0). The Strategic Management Group member(s) on duty, or in their absence, one of the deputies, as listed in 6.2. Shall in consultation with the Business Recovery Team member(s) (see 6.6) on duty, activate/de-activate the relevant departmental business continuity plan(s) and make such decisions to minimise the impact and to prevent further disruption to Merseyside Fire & Rescue Service, products, and resources as are deemed necessary.

6.5 The SMG shall be responsible for instigating the opening of a “Gold” command to manage the Major Business Interruption and shall monitor and provide updates to the Authority and to Strategic Management Group to enable them to be as fully informed as possible of circumstances, events and actions proposed and taken.

6.6 The Role of the Business Recovery Team (BRT)

6.6.1 The role of the Business Recovery Team is to implement any strategic decisions made by the Strategic Management Group and deal with the detailed issues involved in activating/de-activating the business continuity plan(s), and to restoring the normal running of Merseyside Fire & Rescue Service as quickly as possible. Whilst the Strategic Management Group return to their strategic roles, they are kept informed of the progress of the Business Continuity Plan(s), and are also

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advised, by the BRT, of any developments where Strategic Management Group decisions may need to be amended or augmented prior to being implemented.

6.6.2 The Business Recovery Team BRT shall manage implementation of the relevant departmental business continuity plan(s); Support and co-operation will be drawn from other Merseyside Fire & Rescue Service departments as appropriate.

6.6.3 Contact details of the Strategic Management Group and Business Recovery Team are listed in “Annex A”.

6.7 The Structure of the Business Recovery Team

Role	Title & Name	Deputy	Contact Details
Recovery Team Leader	Kieran Timmins	AM Operational Preparedness	0151-296-4105 0151-296- 4601
Strategic Planning	Deb Appleton Director of Strategic Planning	John Curtis	0151-295-4402 0151-296-4566
Operational Preparedness	AM Chris Howard Operational Preparedness	Glynis Lomax Nick Searle	0151-296-4601 0151-296-6488 0151-296-5599
Operational Response	AM Dave Mottram Operational Response	Paul Hitchen	0151 296 4501 0151 296 4605
Prevention & Protection	AM Myles Platt Prevention & Protection	Guy Keen	0151 296 4644 0151 296 4615
Corporate Communications	Peter Rushton Director Of Corporate Communications	Karl Mansfield Incident Management Team also provide resilience	0151-296-4557 0151-296-4417
Head of Technology	Ed Franklin	Mark Hulme Bernie Kenny	0151-296-4569 0151-296-4629 0151-296-4309
Head of Assets	Phil Webster	Estates Officer	0151-296-4515 0151-296 4514
Business Continuity Manager	Business Continuity Manager Jeff Edwards	Sue Nash	0151-296-4404 0151 296 4420
Telent Services Manager	Kev Pilkington	Colette Russell	0151-296-6444 0151-296-6441
Other SMG Members	As Required		

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Departmental Managers	As Required		
Departmental Teams	As Required		
Contractors	As Required		

6.8 Individual Roles and Responsibilities of Strategic Management Group (SMG).

6.8.1 Chief Fire Officer (CFO)

Overall responsibility within Merseyside Fire and Rescue Service for Business Continuity Management and the subsequent Business Continuity Plan(s) (BCP) for each department and Business recovery management.

- Ensure the commitment of the Strategic Management Group (SMG) to the Business Continuity Management process.
- Declare the activation of the relevant Business Continuity Plan(s) (BCP), in association with the SMG.
- Declare cessation of activities under the BCP in association with the SMG.
- Chair the Strategic Management Group (SMG)
- Provide strategic guidance on the recovery process to the Business Recovery Team (BRT).
- Oversee the recovery process.

6.8.2 Deputy Chief Fire Officer (DCFO)

Responsible for Championing the Business Continuity Management process within the Strategic Management Group and ensuring the plan satisfies best practice and Merseyside Fire & Rescue Service business need.

- Act as champion for the Business Continuity Management Process with the Strategic Management Group
- Provide guidance and advice to the CFO as a member of the Strategic Management Group.
- Ensure communications with other agencies/partnerships are maintained and developed.
- Deputising for the CFO in Strategic Management Group.
- Co-ordinate essential functional and area work activities.

6.8.3 Deputy Chief Executive (DCE)

- Provide advice and guidance to the CFO (or Deputy) as part of the Strategic Management Group(SMG) on Financial, ICT, Estates, Strategy and Procurement issues.
- Provide Business Continuity Management Budget(s) as required by the nature of the Business Interruption incident.
- Responsible for authorisation of any necessary changes in the way in which financial issues are managed, during the Major Business Interruption and in the recovery period.
- Formulate advice and guidance for staff for implementation by the Business Recovery Team.
- Act as link with outside organisations/individuals.
- Deputise for the CFO or DCFO as part of the Strategic Management Group.
- Business Recovery Team leader

6.8.4 Director of Corporate Communications.

- Overall responsibility for communication in the event of Business Interruption following an incident.
- Provide advice to the CFO (or deputy) as part of the Strategic Management Group.
- Co-ordinate all information being given to staff, key partners, sponsor departments and the general public and provide reassurance to public, staff and members.
- Provide advice and guidance on media handling issues to the CFO (or deputy) as part of the Strategic Management Group.
- Ensure appropriate handling of the media during a Major Business Interruption.
- Communication to Authority members during a Major Business Interruption.

6.8.6 Director of Legal Services

Responsible for providing advice and guidance to the SMG on Legal issues.

- Provide advice and guidance to Business Recovery Team leader

- Provide advice and guidance to Corporate Communications and Officers in relation to dealing with the media
- Responsibility for dealing with all legal queries and issues arising from the Business Interruption incident.

6.8.7 Director of People & Organisational Development

- Responsible for providing advise and guidance to the SMG on staff issues
- Provide advice and guidance to Business Recovery Team
- Responsible for dealing with all people and contractual working issues arising from Business Interruption incident

6.8.8 Director of Strategic Planning

- Responsible for providing advice and guidance to the SMG on Strategic Planning issues including the implementation of this plan
- Provide advice and guidance to Business Recovery Team
- Responsible for dealing with all strategic planning issues arising from Business Interruption incident

6.8.9 Area Manager Operational Preparedness

- Responsible for providing advice and guidance to the SMG on Operational Preparedness issues
- Provide advice and guidance to Business Recovery Team
- Responsible for dealing with all operational preparedness issues arising from Business Interruption incident

6.8.10 Area Manager Operational Response

- Responsible for providing advice and guidance to the SMG on Operational Response issues
- Provide advice and guidance to Business Recovery Team
- Responsible for dealing with all Operational response issues arising from Business Interruption incident including the activation of the services Operational Response business continuity arrangements

6.8.11 Area Manager Prevention & Protection

- Responsible for providing advice and guidance to the SMG on Prevention & Protection issues
- Provide advice and guidance to Business Recovery Team
- Responsible for dealing with all Prevention & protection issues arising from Business Interruption incident

7. Notification, Activation, de-activation and Escalation.

7.1 Within Office Hours

7.1.1 In office hours the initial notification of an Major Business Interruption (see 3.0) would be through the existing emergency arrangements for each site, whether that is FSHQ, Training & Development Academy (TDA), MaCC or an operational Fire station etc, notified by either the emergency alarms e.g. fire and bomb alerts (see SOP 5.7 Explosives) or via internal/external communication in the event of a pandemic, cloud burst or flood alert. The Duty Principal Officer (DPO) will coordinate the initial response to the Major Business Interruption and instigate the cascade framework and facilitate the notification of SMG to the major business interruption event, who will then be responsible for the deployment of the Business Recovery Team.

7.1.2 The priority at this time would be to ensure the safety of all staff and visitors present within the building at the time of the Major Business Interruption (see Standard Operation Procedures & Service Instructions) SI 0564 [Disabled Persons](#) , SI 0038 [Visitors to Fire Service Premises.](#), SI 0013 [Contractors on Fire Service Premises](#), SI 0017 [Guidance for Lone Workers](#), SOP 1.4A, 1.4B & 1.4C [Incident Command –Major Incidents](#), SI 0071 [MERCHEM Plan](#)

7.1.3 During normal office hours, the Strategic Management Group (SMG) will be contacted and convened, using the cascade framework (see Annex A) and the relevant Business Continuity Plan(s) (see appropriate Annex to this document) for the site, will be selected ready for implementation by the on-duty SMG member(s) in cooperation with the Business Recovery Team Manager or, in his/her absence, one of the designated deputies.

7.2 Activation.

7.2.1 The members of the Business Recovery Team (BRT), the majority of whom are normally present at Fire Service Headquarters (FSHQ), will be instrumental in instigating evacuation from FSHQ, in association with the onsite Managers and Fire Wardens.

7.2.2 For Business Interruption incidents not at FSHQ, the BRT, will liaise with the on site Managers and Fire wardens, who become involved in dealing with the initial

Major Business Interruption and the subsequent evacuation at a non FSHQ building (MaCC etc).

7.2.3 The on site Managers and Fire Wardens, will manage the initial Major Business Interruption response in cooperation with the Strategic Management Group (SMG) and Business Recovery Team (BRT). However once the initial Major Business Interruption is being contained and the safety of staff and visitors has been assured, the SMG having been convened will give consideration to whether the relevant Business Continuity Plan(s), (previously selected), should be activated. The decision to activate the plan will be made by the Strategic Management Group (SMG), or designated deputies; this will include occurrences when an evacuation is deemed not necessary, such as a Pandemic.

7.3 De-Activation within office hours

7.3.1 The members of the BRT team shall manage the Major Business Interruption as per the relevant Business Continuity plan(s) and will advise the SMG as to the progress towards normalisation of operations and the subsequent de-activation of the relevant BCP as and when the BRT considers conditions, following the Business Interruption incident, have significantly reduced to allow MFRS to return to normal.

7.4 Escalation within office hours

7.4.1 Escalation is when the selected Business Continuity Plan(s) is not addressing the business needs of Merseyside Fire & Rescue Service, either because of the extent of the Business Interruption incident, the nature of the Major Business Interruption or because there is incomplete management information, and is the responsibility of the Strategic Management Team.

7.4.2 Figure1 demonstrates the arrangements for a Business Interruption incident, up to the point where the Strategic Management and Business Recovery Teams are functioning and able to start dealing with the Business Interruption incident.

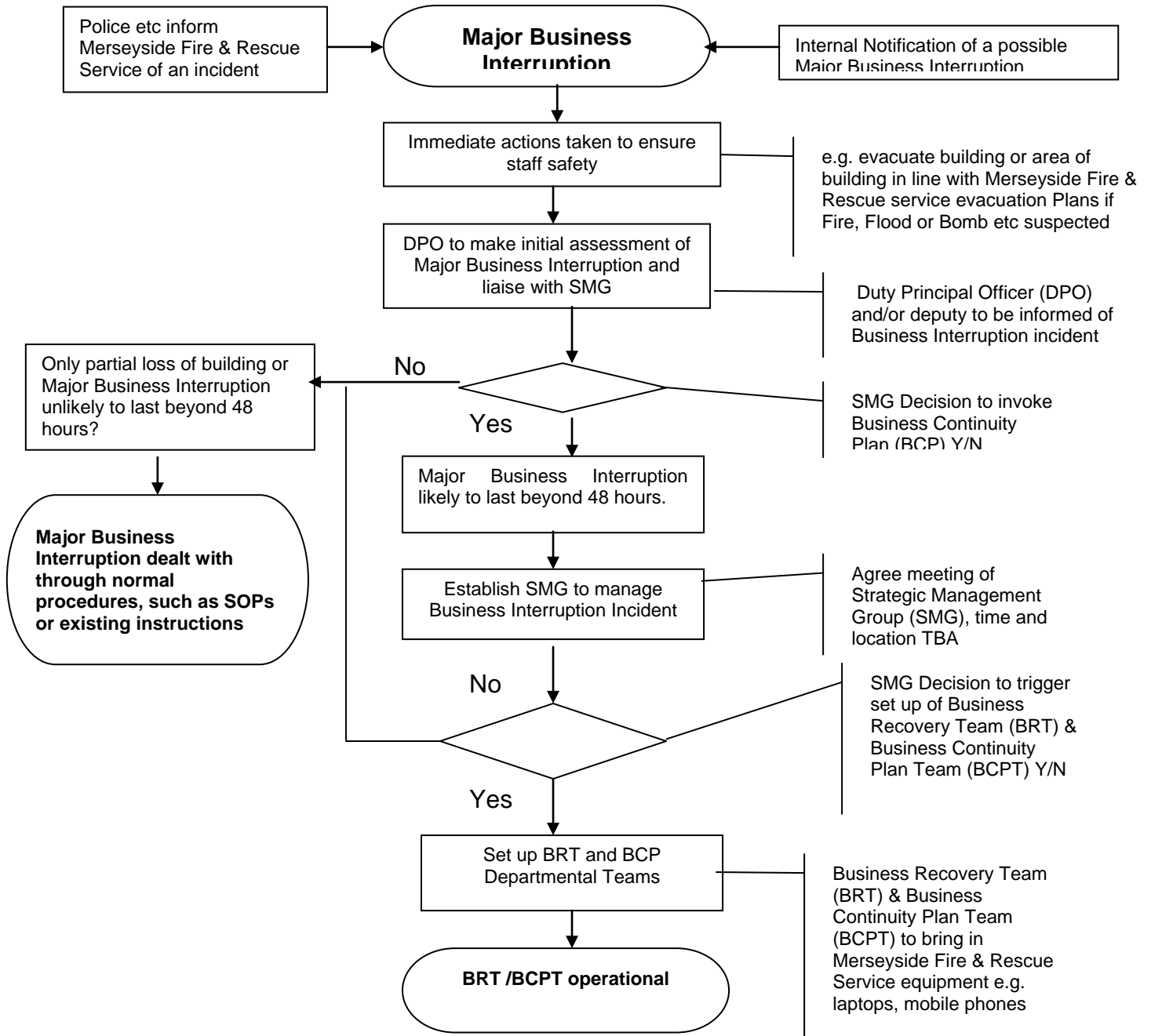
7.4.3 Following a risk assessment by the Strategic Management Group (SMG) and Business Recovery Team (BRT) to determine the severity of the Business Interruption incident, the Chair of the SMG may decide to assemble additional MFRS, personnel (Directors etc) to augment the Business Recovery Team. The Chair of SMG may also decide to facilitate strategic command of the Business Interruption incident, at a venue (to be decided, depending upon the nature and where the Major Business Interruption is) at FSHQ, MaCC or the TDA, this will be designated as the “Gold Command” Control Room.

7.5 Cascade Framework within office hours (See Figure 1)

7.5.1 Following a Risk assessment by the on Duty Principal Officer (DPO), the cascade framework is to be activated once the extent of the Major Business Interruption is known, to enable communication of key information to staff. The Intranet/Internet (which can be updated remotely) and any messaging system will be updated with the latest information. In the event of neither of these being available,

then the contact numbers contained with the respective cascade frameworks shall be used to contact the necessary personnel.

Figure 1: Cascade Arrangement



8 Notification, Activation & de-activation Outside Office Hours

8.1 Outside office hours Notification

8.1.1 Out of office hours the initial notification of an Major Business Interruption would be through the existing emergency arrangements for each site, whether that is FSHQ, TDA, MaCC or an operational Fire station etc, notified by either the emergency alarms e.g. fire and bomb alerts or via internal/external communication in the event of a pandemic, cloud burst or flood alert. (See section 7.1.1/2 for appropriate SOPs to be applied).

8.1.2 The priority at this time would be to ensure the safety of all staff and visitors present within the building at the time of the Business Interruption incident. The first point of contact outside of office hours will be the MFRS Duty Principal Officer available via MaCC at all times. The Duty Principal Officer will use the cascade framework procedures (see Annex A), with the support of the MaCC Manager or their deputy.

8.1.3 Out of office hours, the Strategic Management Group (SMG) will be contacted and convened, if this is found necessary, following a risk assessment by the Duty Principal Officer (DPO), they will be contacted using the cascade framework. The relevant Business Continuity Plan(s) will be selected ready for implementation by the on-duty SMG member(s) in cooperation with the Business Recovery Team Manager or, in his/her absence, one of the designated deputies.

8. 2 Outside office hours Activation

8.2.1 Out of office hours, the initial response to any Major Business Interruption will be managed by the Duty Principal Officer (DPO) assisted by the MaCC Manager, members of Service Support and Operational Planning and the ICT team. This would be dependent on the Major Business Interruption and who would be contacted to implement any urgent items e.g. securing the building or instigating recovery of ICT services.

8.2.2 *It will be the responsibility of the DPO and or Deputy to initiate the relevant Business Continuity Plan.*

8.3 Outside office Hours De-Activation

8.3.1 The members of the BRT team shall manage the Major Business Interruption as per the relevant Business Continuity plan(s) and will advise the SMG as to the progress towards normalisation of operations and the subsequent de-activation of the relevant BCP as and when the BRT considers conditions, following the Business Interruption incident, have significantly reduced to allow MFRS to return to normal.

8.4 Outside office hours Escalation

8.4.1 Escalation of the response to the Major Business Interruption is the responsibility of the Strategic Management Group under the direction of the SMG Chair.

8.4.2 **Figure 1** demonstrates the arrangements for a Major Business Interruption out of office hours, up to the point where the Strategic Management and Business Recovery Teams are functioning and able to start dealing with the Business Interruption incident.

8.4.3 Following a risk assessment by the Strategic Management Group (SMG) and Business Recovery Team (BRT), to determine the severity of the Business Interruption incident, the Chair of the SMG will decide whether it is necessary to assemble additional Merseyside Fire & Rescue Service personnel (Directors, Heads of Department etc) to augment the Business Recovery Team. To facilitate strategic command of the Business Interruption incident, at a venue (to be decided) at FSHQ, MaCC or the TDA, (depending on the type of Business Interruption incident) this may be designated as the “Gold” Control Room. (See Standard Operating procedure & Service Instructions) SOP 1.4 A, 1.4B & 1.4C [Incident Command & Control at Major Incidents](#) -SOP 5.3 [Hazmat Incidents](#), SI 0071 [MERCHEM Plan](#), SI 0073 [Mobilising - Attendance of Officers at Incidents](#), SI 0017 [Guidance for Lone Workers](#), SI 0013 [Contractors on Fire Service Premises](#), SOP 1.1 [Responding to Incidents](#)

8.5 Outside office hours Cascade Framework (See Figure 1)

The cascade framework will be activated in line with section 7.4.

9. Review of the Plan

Any resultant changes to the Plan shall be communicated to all Merseyside Fire & Rescue Service personnel at the earliest opportunity.

- The Chief Fire Officer shall ensure that the Business Continuity Management Plan documents are subject to a review after a three-year period and every three years thereafter.
- The quality control mechanism, as mentioned in section 11 shall be carried out by the Operational Preparedness /Strategic Planning departments and shall be co-ordinated by the Deputy Chief Fire Officer/Deputy Chief Executive.

10 Training & Testing

- Reflecting the roles and responsibilities embedded within the Plan, it is recognised that MFRS is committed to providing the necessary training to give effect to the Business Continuity Management policy and procedures, and shall ensure that all staff will develop and maintain competency to fulfil their roles highlighted in the Business Continuity Management Plan documents.

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- The Business Continuity Management policy shall be communicated to personnel in the following ways:
 - The provision of training, guidance and information to Merseyside Fire & Rescue Authority and all staff and volunteers through the following
 - Direct training of key elected members and staff
 - Intranet based e-training for all staff – available on Internet and Portal
 - The issuing of amendments to Policy and/or relevant procedures at least annually and then whenever a significant organisation change.
- Communication of the Plan externally –
 - District Councils – Chief Executives
 - Merseyside Police
 - Neighbouring Fire and Rescue Services
 - Local Resilience Forum
 - Key Partners , Fire Support Network
- Each department will implement regular testing
 - At a minimum of once every 12 months.
 - Using table top testing to validate the cascade framework
 - Updating of contact details
 - Results and Lessons learnt from the testing conducted to be retained and used to determine best practise.

11. Audit Process.

- The Chief Fire Officer will ensure that the Business Continuity Management process is being implemented correctly and consistently and that quality is maintained.
- This will include a programme of random sampling of business continuity plans as a quality control mechanism to ensure that the contents conform to MFRS policy and contribute to the Business Continuity Management process.
- All BCPs are quality assured by Business Continuity Manager.

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- The MFRS Business Continuity Management Plan shall be subject to internal audit, to be carried out by the auditor appointed by MFRS.
- The MFRS Business Continuity Management plan shall be subject to external audit as well as the Operational Planning Team/Strategic Planning Team.

Bibliography

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Internet

www.londonprepared.gov.uk – accessed October 2005.

www.london-first.co.uk - accessed October 2005

<http://www.ukresilience.info/ccact/index.htm> - accessed October 2005

Appendix

Listed in Annex A below are the following:

The contact details, names and numbers of the Strategic Management Group, Business Recovery Team and Key building services and contractors associated contact details to allow Business Continuity for MFRS to be managed. Also included are fall back locations for FSHQ, MaCC and the TDA, as well as a list of Category 1 (Staff who are essential to the decision making of the organisation and are the first to be involved in the Major Business Interruption and its resolution.)

Category 2 staff (Who may form part of the initial Business Recovery Team) and may be utilised to augment the BRT to allow MFRS to recover following a Major Business Interruption.

Annex A: Contact Details (Cascade Framework)**Strategic Management Group****Diagram to show who will contact whom to be added**

Role	Name	Home	Mobile	Deputy	Other Information
Chief Fire Officer	Dan Stephens 0151-296-4101	Removed for this report	Removed for this report	DCFO/DCE	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP, s and recall to duty.
Deputy Chief Fire Officer	Phil Garrigan 0151-296-4104	Removed for this award	Removed for this report	CFO/DCE,	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP and recall to duty
Deputy Chief Executive	Kieran Timmins 0151-296-4202			Ian Cummins 0151 296 4244	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP and recall to duty
Director of Legal Services	Janet Henshaw 0151-296-4301			Sarah Bourne 0151-296-4122	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP and recall to duty
Area Manager Operational Preparedness	Chris Howard 0151-296-4601			Glynis Lomax 0151 296 6488 Nick Searle 0151-296-5599	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP and recall to duty
Director of Corporate Communications	Peter Rushton 0151-296-4557			Karl Mansfield 0151 296 4417	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP,s and recall to duty
Director of Strategic Planning	Deb Appleton 0151-296-4402			John Curtis 0151-296-4566	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP,s and recall to duty
Area Manager Operational Response	Dave Mottram 0151-296-4501			Paul Hitchen 0151-296-4605 Garry Williams 0151-296-4362	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP,s and recall to duty

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Area Manager Prevention & Protection	Myles Platt 0151-296-4644			Guy Keen 0151-296-4615	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP,s and recall to duty
Director of People & Organisational Development	Nick Mernock 0151-296-4320			Lynne Hughes 0151-296-4781	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP,s and recall to duty

Business Recovery Team

Role	Name	Home	Mobile	Deputy	Other Information
BRT Leader	Kieran Timmins 0151-296-4202			DPO and Senior Officer Rota	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP
Strategic Planning	Deb Appleton 0151-296-4402			John Curtis 0151-296-4566	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP
Operational Preparedness	Chris Howard 0151-296-4601			Glynis Lomax 0151 296 6488 Nick Searle 0151-296-5599	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP
Operational Response	Dave Mottram 0151 296 4501			Paul Hitchen 0151 296 4605	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP
Prevention & Protection	Myles Platt 0151 296 4644			Guy Keen 0151 296 4615	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP
Head of Technology	Ed Franklin 0151-296-4569			Mark Hulme 0151-296-4629 Bernie Kenny 0151-296-4309	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP
Head of Assets	Phil Webster 0151-296-4515			Estates Officer	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP

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ICT Telent	Kevin Pilkington 0151-296-6444			Colette Russell 0151-296-6441	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP
SMG Members	As Required			To be mobilised as and when required	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP
Departmental managers	As Required			To be mobilised as and when required	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP
Departmental Teams	As Required			To be mobilised as and when required	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP
Contractors	As Required			To be mobilised as and when required	Additional Resilience will be provided by the use of the Senior Management Rota and relevant SOP

Key Building Services & Contractors

Function	Department/ Organisation	Contact Name	Telephone Number	Fax Number	Mobile Number	E-mail	Contract Number
Insurances (Zurich Municipal)	Zurich Municipal	Gina Laken (Underwriter)	01252-387809	01252-375893	Details removed but are available on Restricted copy on Portal	Details removed but are available on Restricted copy on Portal	Out of hours number 0800 0280336 QLA-07RA02-0013
		Kerry Driver (Account Manager)	01829 250951	01829 250951			
		Alastair McCloud (Claims Manager)	0113 242 7742	0113 242 1421			
		Motor Claims	0845-6025407	02380-224818			
		Liability Claims	0113-2372611				
		Property Claims	01252-387534				
Solicitors	Weightmans India Buildings Liverpool	Andrew Cooper	0151 227 2601				
		Peter Wake	0151 242 6866				
Insurance Marine	Navigators & General	Lee Powell	01273 863453	01273 863404			
Mechanical and Electrical Consultants	Leymac Engineering 3 Acacia Avenue, Huyton L36 5TN	Gareth Jones	0151 489 0281	0151 480 2400			

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Function	Department/ Organisation	Contact Name	Telephone Number	Fax Number	Mobile Number	E-mail	Contract Number
Security	OCC Resolution Security On site at SHQ, Bridle Way, Bootle L30 4UJ	David Scott	0151 530 1123 0777 465219			Details removed but are available on Restricted copy on Portal	Details removed but are available on Restricted copy on Portal
Mechanical	Leymac Engineering 33 Acacia Avenue, Huyton L36 5TN	Gareth Jones	0151 489 0281	0151 480 2400			Mechanical
Electrical	Leymac Engineering 33 Acacia Avenue, Huyton L36 5TN	Gareth Jones	0151 489 0281	0151 480 2400			Electrical
General Building Maintenance	JC Construction 250 Caldway Drive Netherley Liverpool L27 0YB	Tom Maudsley	0151 449 3883	N/A			General Building Maintenance
Appliance Bay Doors	B.I.D Unit C Elland Close Wingates Industrial Park Westhoughton olton L5 3XE	24 Hour Helpdesk	24 hr call out centre: 0870 607 5050 0870 242 4422	01942 810281			Appliance Bay Doors

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Function	Department/ Organisation	Contact Name	Telephone Number	Fax Number	Mobile Number	E-mail	Contract Number	
Lifts	Kone PLC Worth Bridge RD Keighley West Yorkshire BD21 4YA	24 Hour Helpdesk	01535 662841 0800 590 185 24hr call out 0800 652 0692	01535 680498		Details removed but are available on Restricted copy on Portal	Details removed but are available on Restricted copy on Portal	Lifts
Air Cooling	Leymac Engineering 3 Acacia Avenue, Huyton L36 5TN	Gareth Jones	0151 489 0281	0151 480 2400				Air Cooling
External Drainage	Campbell Construction (Liverpool) Ltd, Westport Business Complex, Bankhall Lane, Liverpool L20 8EW	Nick Hopkins	Tel 24hrs: 0151 922 2244 Out of hrs: 0151 339 8359	0151 933 6128				External Drainage
Internal Drainage	Leymac Engineering 33 Acacia Avenue, Huyton 36 5TN	Gareth Jones	0151 489 0281	0151 480 2400				Internal Drainage
Fire Alarm	Dante Dante House Greenway Paddington Warrington WA1 3EF	24 Hour Helpdesk	0870 350 2001					Fire Alarm

Merseyside Fire & Rescue Service Business Continuity Management

Function	Department/ Organisation	Contact Name	Telephone Number	Fax Number	Mobile Number	E-mail	Contract Number	
Access Control	Dante Dante House Greenway Paddington Warrington WA1 3EF	24 Hour Helpdesk	0870 350 2001			Details removed but are available on Restricted copy on Portal	Details removed but are available on Restricted copy on Portal	Access Control
UPS at MACC & Bridle Road	T S Electronics Ltd Unit 1 Station Industrial Estate Burnham on Crouch Essex CM0 8RW	ICT Contract Account Manager is Belinda McNamee	0845 833 0333	0845 833 0222				UPS at MACC & Bridle Road
Generators	Key Engineering Ltd 150 Greenside Lane Droylsden Manchester M35 6SB	Trevor Mercer						Generators
Security	OCC Resolution Security On site at SHQ, Bridle Way, Bootle L30 4UJ	Peter Bramhall	0151 530 1123 07789 943169					Security
Emergency Boarding Up	Expo Security 61 Shaw Street Liverpool L6 1HL		0151 207 0007	0845 3457801				Emergency Boarding Up

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Function	Department/ Organisation	Contact Name	Telephone Number	Fax Number	Mobile Number	E-mail	Contract Number
Asbestos	Airborne Environmental Consultants Ltd 23 Wheelforge Way, Ashburton Point, Trafford Park, Manchester M17 1EH	Rob Dear Kellie Naughton	0161 872 7111	0161 872 7112	Details removed but are available on Restricted copy on Portal	Details removed but are available on Restricted copy on Portal	Asbestos
Asbestos	Contact duty Senior Officer to attend and advice. Contact Area Manager - Fire Safety as soon as possible. Asbestos						
Kitchen Equipment	Leymac Unit 33 Acacia Avenue Huyton 36 5TN	Gareth Jones	0151 489 0281	0151 480 2400	Details removed but are available on Restricted copy on Portal	Details removed but are available on Restricted copy on Portal	Kitchen Equipment
Gas Emergency	Emergency No	Helpdesk	0800 111 999				Gas Emergency
Water Supplier	United Utilities	Helpdesk	0845 746 2255				Water Supplier
Electricity Supplier	Scottish Power (NOT E2)	Helpdesk	0151 609 4819				Electricity Supplier
Electricity Supplier	For E2: United Utilities	Helpdesk	01204 394793				Electricity Supplier

Office Equipment Suppliers

Function	Department/ Organisation	Contact Name	Telephone Number	Fax Number	Mobile Number	E-mail	Contract Number
Stationery	Jenkinsons		0870 7517744		Details removed but are available on Restricted copy on Portal	Details removed but are available on Restricted copy on Portal	
Photocopiers	Telent	Service Desk	0151 2966420				Telent out of hours Service Desk located at Harbour Exchange, London 0207 365 4900
Fax Suppliers	Telent	Service Desk	0151 2966420				Telent out of hours Service Desk located at Harbour Exchange, London 0207 365 4900
Mobile Phones	ICT/Telent	Bernadette Kenny /Katie Morlino	0151 2964309 0151 2966445				
Franking Machines	Franking Machine Company		0151 4942525				

ICT Contacts

Network Servers.

Function	Department/ Organisation	Contact Name	Telephone Number	Fax Number	Mobile Number	E-mail	Contract Number
Network Manager	Telent	Kev Pilkington	0151 296 6420		Details removed but are available on Restricted copy on Portal	Details removed but are available on Restricted copy on Portal	Telent out of hours Service Desk located at Harbour Exchange, London 0207 365 4900
Helpdesk	Telent	Service Desk	0151 296 6420				
Server Back-up on site	Telent	Service Desk	0151 296 6420				
Internet/Intranet Host	Telent	Service Desk	0151 296 6420				
Server Back-up off site	Telent	Service Desk	0151 296 6420				

Hardware

Function	Department/ Organisation	Contact Name	Telephone Number	Fax Number	Mobile Number	E-mail	Contract Number
PC /Laptops	Telent	Service Desk	0151 296 6420		Details removed but are available on Restricted copy on Portal	Details removed but are available on Restricted copy on Portal	Telent out of hours Service Desk located at Harbour Exchange, London 0207 365 4900
Servers	Telent	Service Desk	0151 296 6420				
Printers	Telent	Service Desk	0151 296 6420				

Function	Department/ Organisation	Contact Name	Telephone Number	Fax Number	Mobile Number	E-mail	Contract Number
Storage Media	Telent	Service Desk	0151 296 6420		Details removed but are available on Restricted copy on Portal	Details removed but are available on Restricted copy on Portal	Telent out of hours Service Desk located at Harbour Exchange, London 0207 365 4900

Telephony Systems

Function	Department/ Organisation	Contact Name	Telephone Number	Fax Number	Mobile Number	E-mail	Contract Number
Telephone System/Phones	Telent	Service Desk	0151 296 6420		Details removed but are available on Restricted copy on Portal	Details removed but are available on Restricted copy on Portal	Telent out of hours Service Desk located at Harbour Exchange, London 0207 365 4900
Cabling/CAT 5	Telent	Service Desk	0151 296 6420				
Megastreams	Telent	Service Desk	0151 296 6420				
Phone Lines	Telent	Service Desk	0151 296 6420				

Software

Function	Department/ Organisation	Contact Name	Telephone Number	Fax Number	Mobile Number	E-mail	Contract Number
Software	Telent	Service Desk	0151 296 6420		Details removed but are available on Restricted copy on Portal	Details removed but are available on Restricted copy on Portal	Telent out of hours Service Desk located at Harbour Exchange, London 0207 365 4900
Fortek	Telent	Service Desk	0151 296 6420				
Sophlogic	Telent	Service Desk	0151 296 6420				
Specialist Software (Visio. MSP)	Telent	Service Desk	0151 296 6420				

Fallback Locations

Function	Departmen t/ Organisati on	Contact Name	Telephone Number	Fax Number	Mobile Number	E-mail	Fallback Role
FSHQ	FSHQ & Admin	FSHQ Switchboard	0151 296 4000				TDA or MaCC
TDA	TDA Staff & Admin	TDA Switchboard	0151 296 5000				FSHQ or MaCC
MaCC	MaCC Staff	MaCC Admin	0151 296 5263 0151 482 2712				FSHQ (OSR) or TDA

Annex B: Category 1 & 2 Staff

List of Category 1 Staff-Definition of category 1 = Staff who are essential to the decision making of the organisation and are the first to be involved in the Major Business Interruption and its resolution.

Functional Team	Officer	Alternative
Chief Fire Officer(CFO)	Dan Stephens	Phil Garrigan
Deputy Chief Fire Officer (DCFO)	Phil Garrigan	Dan Stephens
Deputy Chief Executive	Kieran Timmins	Ian Cummins
Director of Legal Services	Janet Henshaw	Sarah Bourne
Head of Finance	Ian Cummins	Mike Rea Simon Purcell
Director of People & Organisational Development	Nick Mernock	Lynn Hughes
Area Manager Operational Response	Dave Mottram	Paul Hitchen Garry Williams
Director of Corporate Communications	Peter Rushton	Karl Mansfield
Director of Strategic Planning	Deb Appleton	John Curtis
Head of Procurement	Sharon Matthews	Lindsey Savage
Area Manager Prevention & Protection	Myles Platt	Guy Keen
Head of Technology	Ed Franklin	Mark Hulme Bernie Kenny
Area Manager Operational Preparedness	Chris Howard	Glynis Lomax Nick Searle
Head of Assets	Phil Webster	Estates Officer
Head of Knowledge & Information Management	John Curtis	Paul Terry John Fielding
Regional Director of PFI Stations	Colin Schofield	Andy Groom
Talent Manager	Kev Pilkington	Colette Russell
FSN Director	Simon Ryan	Linda Mitchell

List of Category 2 Staff- Definition = Required to aid & assist BRT team as and when required

Functional Team	Officer	Reserve
Training Officer	Joe Cunliffe	TBA
Finance	Mike Rae	Simon Purcell
Operational Planning	Brian Welsh	Ian Voce
Service Support	Ian Voce	Brian Welsh
Health & Safety	Garry Williams	Nick Searle
Knowledge & Information Management	John Curtis	Paul Terry John Fielding
Prevention & Protection	Guy Keen	TBA
Time & Resource Management	Mike Pilkington	TBA
Estates	Jean Jones	Tony Mooney
Youth Engagement	Emma Dodd	TBA
Threat Response Group	Guy Keen	Mike Kirby
Programme & Projects	Jeff Edwards	Sue Nash
Committee Services	Helen Peek	Kelly Johnson
PFI	Colin Schofield	Andy Groom
Procurement	Lindsey Savage	Julie Kennedy
Telent	Glenn Birtwhistle	Nadine Cowan
Insurance & Litigation	Sarah Bourne	Caroline Berry
ICT	Mark Hulme	Bernadette Kenny
Legal	Janet Henshaw	Sarah Bourne