

## *Disaster Recovery Plan*

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#### 1. Context

This plan has been formulated to ensure that any impact on business continuity, following any emergency situations such as floods, acts of vandalism or terrorism, pandemic, explosion, hardware/software failure or any other disaster, is kept to a minimum.

The business centre for Veritas Multi School Trust is:

Warden House Primary School, Birdwood Avenue, Deal CT14 9SF with operational offices based at Pilgrims' Way Primary School in Canterbury.

The Trust has three schools:

- Warden House Primary School
- Pilgrims' Way Primary School
- Mundella Primary School

In the case of a disaster, the trust will move operations to another trust school to remain operative. This will include transporting pupils where practical. If pupils are not able to be transported to another school site within the trust, a local solution will be negotiated with a school.

In the event of this plan having to be initiated, the personnel named below will form the Disaster Recovery Team and take control of the following:

## 2. Key Staff

In the case of a disaster, the Trust will convene a Disaster Recovery Response Team (DRRT). Key staff in the DRRT are:

- Chair of Trustees
- CEO (Chair and Disaster Controller)
- Trust Business Manager (Deputy Chair)
- Trust Business Assistant
- Trust Finance Lead
- Trust Site Lead
- Trust Network manager (This may be commissioned from IT contracted support)
- Nominated Headteacher & Safeguarding lead for school.

## 3. Equipment / documents

In the case of an emergency situation, the DRRT will operate under the direction of the Trust CEO, Mr Chisnell and the operational centre will be Pilgrims' Way Primary School, phone number 01227 760084. Depending on the emergency, the following are the most important, in priority order for salvaging:

- Equipment
- Portable Hard Drive Network rooms in trust schools
- CEO and Headteacher's mobile devices
- Laptop trolleys
- Flammable cleaning equipment from cleaner's cupboard
- Paper documents
- Registers
- Any Staff documents from filing cabinets.
- Personnel and financial paper records.
- Pupil files.

Vital electronic data is also stored off-site using online backup, in emergency contact outsourced cloud storage providers to activate data recovery or arrange remote access. The time frame for the recovery of critical functions will be one month.

## 4. Security

In the event of the building having been rendered unsafe following a fire, it will be protected during the day by school site staff and a local security company outside school hours. If necessary, arrangements will be made for the building to be boarded up by contacting the insurer's helpdesk. Contacts for checking vital equipment are stored and accessible using cloud storage.

Some ICT disasters may be the result of an incident in the system that has corrupted data for an extended period of time. File integrity software must be in place to alert ICT administrators at the first sign of a problem. In the case of malicious intent, it is important that the attacker's point of entry be identified and shut down. Items for which the Network Manager should look include; unauthorised hardware, software, processes, administrators, and users. The Network Manager should also look closely at system logs to detect any possible security compromise. Any actions to secure the ICT system must be done inconspicuously so that attackers remain unaware of school countermeasures.

Once actions have been taken to secure the ICT system, ICT personnel should immediately investigate the extent of the system damage or failure and understand what areas of the system need urgent data restore or repair. Comparison should be made against a fully functioning baseline backup. It is important that ICT personnel investigating the incident keep a thorough and detailed record of observations organised chronologically and checked by more than one person; these records, stored in the cloud to maintain secure remote access, may be used in legal proceedings or be given to law enforcement officers. In keeping with standard disaster recovery procedures, the Chair of the DRRT must be notified of the disaster and the actions taken to address it. In the case of malicious attack, it will be the decision of the Chair whether to escalate the situation to legal proceedings or law enforcement based on the evidence ICT personnel have gathered. The Chair and Network Manager should work together at this stage to assess all of the material and labour costs associated with a full ICT system recovery.

## 5. Data recovery

In order to assist data recovery, if damage to a computer or back up material is suspected staff should not:

- turn off electrical power to any computer
- try to run any hard drive, back up disc or tape to try to retrieve data
- tamper with damaged computers, discs or tapes
- move damaged computers.

In such cases, the headteacher will liaise with the IT support to inform staff of the need for data recovery.

However, key data is held in accordance with GDPR protocols in the cloud and will be available off site should there be an emergency or disaster.

## 6. Salvage and storage

If damage to the building is such that the interior is exposed to the elements or unsafe, under the terms of the insurance policy, the insurers should be contacted to arrange hire of portable buildings. Any salvaged materials or stock could be stored in a portable building or if not appropriate at another trust site.

## 7. Damage limitation

After a flood, drains will be checked for blockages by a local contractor brought in by the school caretaker / site manager. Hazardous materials are stored off site. A copy of the Fire Risk Assessment is accessible in the cloud.

## 8. Duty of care

If the building has been evacuated for structural safety reasons, before reoccupation, a professional assessment will be made to ensure the structure is safe. If unsure, the Council Building Control Officer (as landlord of the site) should be contacted.

Advice from the Environment Agency:

Following an incident, any spillages, contaminated materials or firefighting water, should be disposed of in the correct manner. Contaminated water should not be disposed of in a drain without prior permission.

If off-site disposal of solid liquid or waste is required, a registered carrier of waste should be used and the movement documented.

## **9. Press and public relations**

The CEO will be the central communication point with the press and report on the actions of the DRRT. The CEO will maintain public relations relating to the disaster and ensure the reputation of the school and trust are maintained.

## **10. Key contacts**

The DRRT will hold the details of key contacts and agencies that will be required to support during a disaster. A full list of key contacts and agencies is stored on the Trust's cloud storage and a copy held in the Trust Office.

## **11. Links to trust policies**

A range of trust policies support disaster recovery. A full repository of trust policies are located in the Trust Policy Group folder and are published on the trust [website accessible here](#).

## **Appendix A - Disaster Response Recovery Team Responsibilities**

### **Chair of DRRT**

- Informs and liaises with faculty, staff and the Board of trustees.
- Holds authority to take all necessary action to minimise loss.
- Documents all crises management activity for later review
- Co-ordinates announcements to parents and students.
- Deals with press releases and public statements.
- Deals with all enquiries from press and media.
- Co-ordinates overall school effectiveness during recovery period.
- Liaises between sites (if appropriate).
- Evaluates resource requirement and availability of persons based at field locations.
- Overviews all activity to ensure that control is maintained and that short term action does not jeopardise the longer term well-being of the school.
- Issues notifications, via local media to keep stakeholders aware of relevant developments and information.

### **Deputy Chair**

- Acts as Deputy Chair of the DRRT
- Fulfills the role of Chair of the DRRT in the absence of the Chairman.
- Utilises resources to minimise reduction in service to clients.
- Instructs and liaises with management and staff as appropriate.

### **Trust Business Manager (when not the Deputy Chair)**

- Fulfil the role of Chair of the DRRT in the absence of the Chair and Deputy Chair.
- Provide support to the Chair of the DRRT
- Liaise with insurance company
- Liaise with loss adjustors
- Instruct and liaises with management and staff as appropriate.
- Arrange alternative accommodation for staff including transport when necessary.
- Get site clearance from building contractors.
- Arrange for resumption of mains services.
- Arrange for provision of equipment, as appropriate.

### **Trust Site Manager**

- Support the work of the Trust Business Manager
- Manages security arrangements and site access
- Assists the School Business Manager as needed

### **Trust Network Manager**

- Leads computer/machinery recovery effort.
- Activates specific contingency plan.
- Liaises with suppliers.
- Deals with all hardware/engineering support.
- Liaises with back-up site.
- Organises shifts/overtime to speed recovery in the least possible time.
- Deals with interruptions in telecommunications including the re-routing of voice and data.

### **Trust Admin Assistant**

- Assist the Chair and with dealing with Press releases.
- Support the work of the Trust Business Manager
- Assist the Headteacher with producing a letter for parents, staff and other persons/companies affected by the disaster.

### **Safeguarding Lead - Headteacher**

- Arrange opportunities for counselling to students and staff.
- Offer advice on problem solving.
- Ensure the maintenance of safeguarding procedures during crisis recovery.
- Counsel students in the case of unexpected death, severe trauma, or other events.

### **Chair of Trust Board**

- Ensures full communication with the Trust Board and members.
- Liaises with Regional Governing Body Chair.
- Ensures actions align to trust policy and practice.

## Appendix B – Agenda for DRRT

- 1) Names of any DRRT members not successfully contacted – reasons / difficulties.
- 2) Details and latest report of disaster as known – damage to people, premises, and equipment.
- 3) Likely timing and contact for next report – future reports.
- 4) Initial extra management resource sent as back-up to the disaster location.
- 5) Extent of physical damage – habitable/part habitable/not habitable.
- 6) Success in contacting all staff based at damaged location.
- 7) Extent and type of media attention.
- 8) Spokesman appointment confirmed/statement issued.
- 9) Clients informed.
- 10) Specific contingency plans activated.
- 11) Define immediate needs.
  - a) Accommodation
  - b) Transport
  - c) Telecom
  - d) People
  - e) Furniture and equipment
  - (f) ICT
  - (g) Temporary task force
- 12) Need for additional resource to provide immediate needs.
- 13) Own insurance informed.
- 14) Date and time of DRT visit to site to verify facts and plan future action.
- 15) Location of meeting place close to damaged site e.g. meeting room in local hotel etc.
- 16) Future action to be taken by each DRT member clearly understood.




