

# **Silver Team Plan**

**Owner:**

## SILVER TEAM PLAN

### **PURPOSE**

The purpose of this document is to provide the Company Continuity Command Team with a framework for the recovery of business functions in the event of a major incident.

### **REVIEW**

This document will be reviewed half yearly by the Business Continuity Manager.

The Business Continuity Manager is responsible for keeping the information up to date.

### **INTERNAL DOCUMENT**

No confidential information is contained in this document. However, it should be retained securely when kept off-site and should not be passed to anyone external to the company without the permission of the owner.

### **DISTRIBUTION**

Continuity Command Team (Silver Team) Members  
Executive Emergency Committee (Gold Team) Members  
Incident Manager  
Business Continuity Manager  
Divisional Business Continuity Co-ordinators

**SILVER TEAM PLAN**

**Version Control**

<b>Version</b>	<b>Date</b>	<b>Comment</b>
1.0	Jan 2007	First full version

# SILVER TEAM PLAN

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**NOTE:** The temptation to invoke recovery in "panic" mode has to be avoided and it is recommended that a decision to invoke the recovery elements of any business continuity plans should not be made until an assessment and outline recovery plan have been produced.  
(See Incident Response Process – Section 3, page 10)

## **SILVER TEAM PLAN**

### **1. Introduction**

#### **1.1 Overview of the Incident Management Framework.**

This document sets out the framework the Company will use to facilitate recovery in the event of a major incident affecting any of its locations. The continuation of business is in the best interests of all stakeholders. However, the safety of employees, contractors and visitors must be considered first before any recovery action.

This framework should be used in conjunction with:

- Critical Function List.
- The Local Business Recovery Plans (hereinafter referred to as the Local Recovery Plan) that detail the requirements of each particular business function at a location.
- Gold Team Plan.
- Emergency Contact List.
- Business Recovery Contacts document.
- Silver Team – Survival Pack which contains summaries of information in this document and pointers to what the other documents above contain and which teams will normally use them.

#### **1.2 Definitions**

An incident within this document is defined as:

- An event that has a significant impact (or the potential to have a significant impact) on our ability to continue normal operations, including:
  - An event or threat that is perceived externally to affect our normal operations
  - An event involving loss of life or threat to life
  - Denial of access to building premises
  - Loss of a major IT system or network infrastructure
  - Absence of a significant number of staff
  - Threat by a third party (usually with criminal intent)
  - A multiple occurrence of smaller problems that collectively constitute a risk to the business

It applies to incidents affecting premises, IT systems or personnel. It covers those operations that report to the Board, hereafter referred to as the Company.

#### **1.3 Limitations**

This framework does not deal with emergency procedures that will ensure evacuation of endangered buildings, responding to bomb threats or evacuation by the Police.

This document does not encompass a catastrophic regional or UK wide event, which makes the majority of the staff unavailable, in addition to the physical premises. This would fall under the definition of a 'Crisis' as set out in Crisis Management Group Policy.

This framework deals with the recovery of critical business requirements in the immediate aftermath of a major incident. Full recovery of a lost location is outside the scope of this document. The long-term viability of a site (whether to repair, rebuild or find alternative permanent premises) would be an issue for Facilities. The viability of an operation (does the business wish to continue with the operation at that location in the long-term) would be a strategic matter to be addressed by senior management.

## SILVER TEAM PLAN

### 2. Roles & Responsibilities

#### 2.1 Strategy and Structures

This plan adopts a system modelled on the UK emergency services 'gold, silver & bronze' system. This system aims to reduce duplication of effort, clearly distinguishing strategic, tactical and operational roles, reducing layers of management / escalation. This model also aims to maximise use of the business continuity expertise and the use of Seamless service provision for recovery.

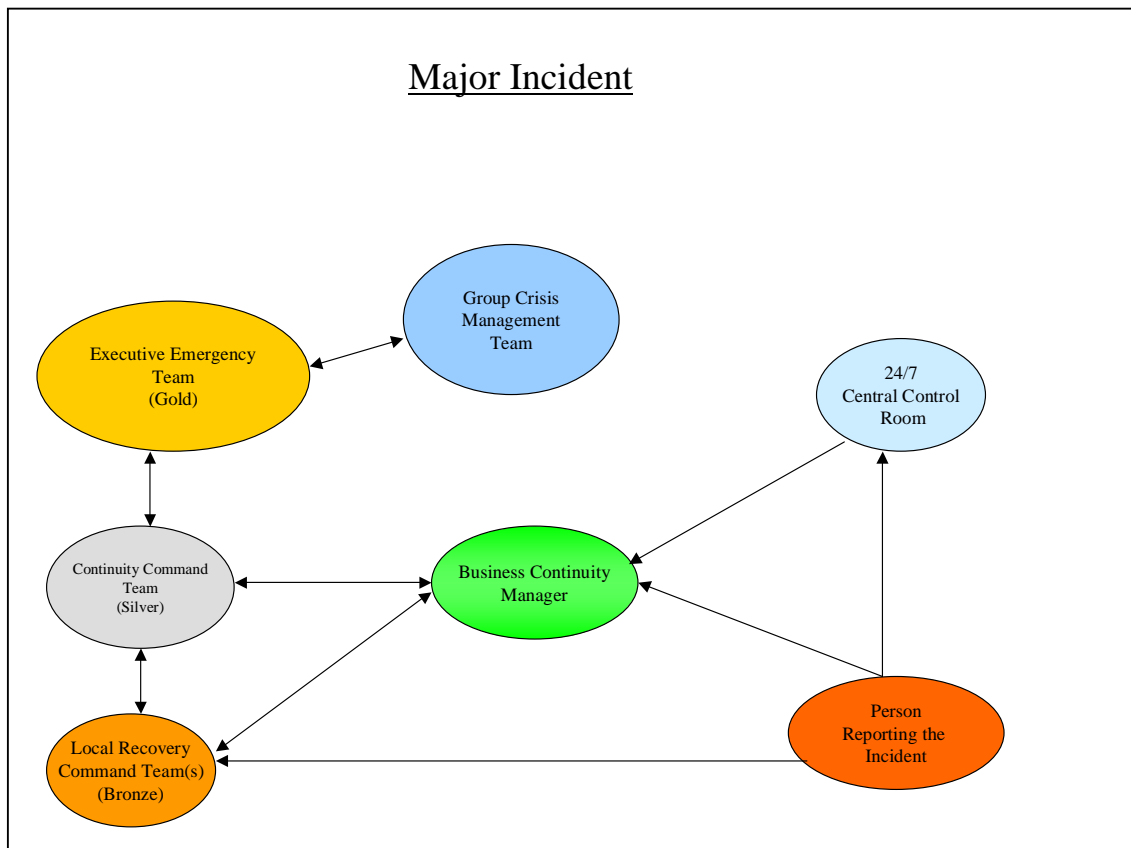
The decision to invoke recovery plans is a business decision. Before initiating plans the business will be able to consider the possibility of workload switching, staff working from home etc. The Business Continuity Manager will be responsible for co-ordinating this decision with local senior management. This decision process is detailed in the Incident Response Process (page 9).

Once an incident has been declared by the Business Continuity Manager, the Continuity Command (Silver) Team will be formed. For location specific incidents a representative of this team will be sent to the incident site.

If appropriate to the incident, Facilities will send personnel to the scene and form an Incident Command (Silver) Team. This team will manage the service recovery process and co-ordinate the activity of the on the ground, service recovery personnel and Facilities recovery teams. The composition of the Silver team is flexible and will vary to suit the incident.

Escalation will be to the Executive Emergency Committee (Gold) who will provide strategic support. In extreme circumstances the Group Crisis Management Team may decide to convene if the Group Crisis Management Co-ordinator considers a Group-wide or Group level response is required.

This figure shows all the teams that may be involved in an incident and how they relate to each other.



## **SILVER TEAM PLAN**

### **2.2 Gold Silver Bronze - Control Structure**

#### **Gold – Executive Emergency Committee (EEC) - Strategic**

##### **Role**

Whilst the Continuity Command Team will focus purely on recovery, the Executive Emergency Committee will take a wider view. They will formulate long-term strategy, ensuring recovery can take place alongside normally business as usual activities. They will authorise the recovery plan for the specific recovery situation as provided by the Continuity Command Team (CCT), ensuring the CCT are empowered and have the resources to carry it out. Permanent (long-term) recovery of the affected site will be decided by the EEC. The composition and responsibilities of the EEC are detailed in the Gold Team Plan.

#### **Silver – Continuity Command Team (CCT) – Tactical**

##### **Composition and Role**

This team will form the command and control element to facilitate recovery from a major incident, focusing on the needs of the business, their customers, suppliers and staff. All resources required and decisions (such as recovery site location, space allocations, availability time scales) will be managed by this team. This may involve prioritising the allocation of scarce resource that will be based on existing published documents (e.g. Recovery Plan, Critical Function List). This then 'frees up' the Business Recovery Team(s) to concentrate on supervising staff, communicating with key contacts, etc.

The full CCT will consist of the following roles:

- Chair (Group Facilities Manager)
- Business Continuity
- IT
- Media Relations
- Internal Communications
- Human Resources

The responsibilities of each member of this team are detailed in the **Continuity Command (Silver) Team Responsibilities** section of this document (Section 2.3).

#### **Bronze - Business Recovery Teams - Operational (aka Local Recovery Team / Location Command Teams)**

Each individual business unit will have a recovery plan filed with the business continuity manager centrally. The Local Recovery Team will carry out this plan, as instructed by the Command (Silver) Team. The local recovery plan will state the criticality of the business unit and describe the resources required for business continuance. The size and complexity of the business unit recovery will determine the size and structure of the team.

#### **Bronze - Service Recovery Teams**

These teams will be carrying out normal recovery procedures in line with their business as usual role, reporting in this case to their representative on the Silver team.

#### **Bronze – Building Manager/Building Incident Team**

The Office Manager as the nominated manager responsible for Health & Safety will ensure that all staff are safely evacuated from a building if required and will act as the contact point for the Emergency Services or other statutory agencies (e.g. HSE). For a prolonged evacuation the Office Manager will liaise with other agencies to provide shelter if necessary until either re-occupation of the site or staff are sent home. The Office Manager will liaise with the Business Recovery Teams to co-ordinate communication to staff. The Office Manager will pass responsibility to the Facilities Incident Manager (or their representative) on their arrival at site.

## **SILVER TEAM PLAN**

### **2.3 Continuity Command (Silver) Team Responsibilities**

Each of the individual representatives on the CCT has the following primary focus but may be called upon to perform other activities within this team depending on the type and level of incident.

Examples of actual activities required at different stages of an incident are shown in the **Incident Phases Checklist** and **Incident Checklists** (Sections 3.2 & 3.3)

#### **Chair**

- Chair the Continuity Command Team meetings.
- Act as primary link to the Executive Emergency Committee and brief the senior management.

#### **Business Continuity Manager**

- Call-out and convene the Continuity Command Team.
- Liaise with the business areas affected via the Business Recovery Teams (this will normally be done using an 'on-site' representative of this team sourced from available command team deputies).
- Provide information about the plans and requirements of affected business areas to the team.
- Co-ordinate recovery actions of Business Recovery Teams.

#### **Secretariat**

- Provide control room facilities & documents for the command team.
- Ensure all actions are logged.

#### **Facilities Management**

- Liaise with the Incident Command Team and directly with Facilities teams to ensure required facilities are provided e.g. office equipment, catering, transport.
- Provide advice about building capabilities.
- Agree building recovery actions.

#### **IT Continuity**

- Liaise with the Incident Command Team to ensure required IT systems are provided at alternate sites e.g. network connections, PC systems, servers. (Expected services and response of Seamless during an incident should be documented within Seamless contracts & SLAs.)
- Provide advice about IT capabilities.
- Agree IT recovery actions.

#### **Media Relations**

- Pro-actively manage messages and briefings given to the media and key stakeholders. Organise senior management approval and delivery of briefings as appropriate.
- Ensure other media teams in the Company are kept informed and consistent communications are issued across the Company.
- Provide advice about possible media response to planned actions.

#### **Internal Communications**

- Invoke any emergency methods of communicating to staff.
- Provide regular briefings to all staff/management via appropriate media e.g. e-mail, intranet.
- Ensure HR Helpdesk have appropriate information available to give to staff.

## **SILVER TEAM PLAN**

### **Human Resources**

- Arrange manning of HR Helpdesk.
- Co-ordinate response to staff requests for help e.g. loss of keys.
- Arrange counselling for affected staff when necessary.
- Liaise with Casualty Bureau, Police Family Liaison Officers and relatives.
- Advise on temporary changes to HR policies e.g. shift working, overtime
- Liaise with staff representative bodies

### **2.4 Business Recovery (Bronze) Team Responsibilities**

Each of the individual representatives on the BRT has the following primary focus but may be called upon to perform other activities within this team depending on the type and level of incident.

The Business Recovery Team may form naturally following the start of an incident (e.g. following evacuation for a fire), at the request of the Business Continuity Manager (e.g. following an incident out of hours) or at the request of the Team Leader in response to a developing situation.

#### **Team Leader**

- Chair the team meetings.
- Invoke pre-planned short term/immediate response actions (e.g. emergency call plans, work transfer).

#### **Team Co-ordinator**

- Contact and convene the team
- Act as primary contact point for the Continuity Command Team and Facilities Recovery teams.
- Collate recovery requirements and feed through to CCT.
- Provide meeting facilities for the team.

#### **Secretariat**

- Ensure all actions are logged.

#### **Team Member**

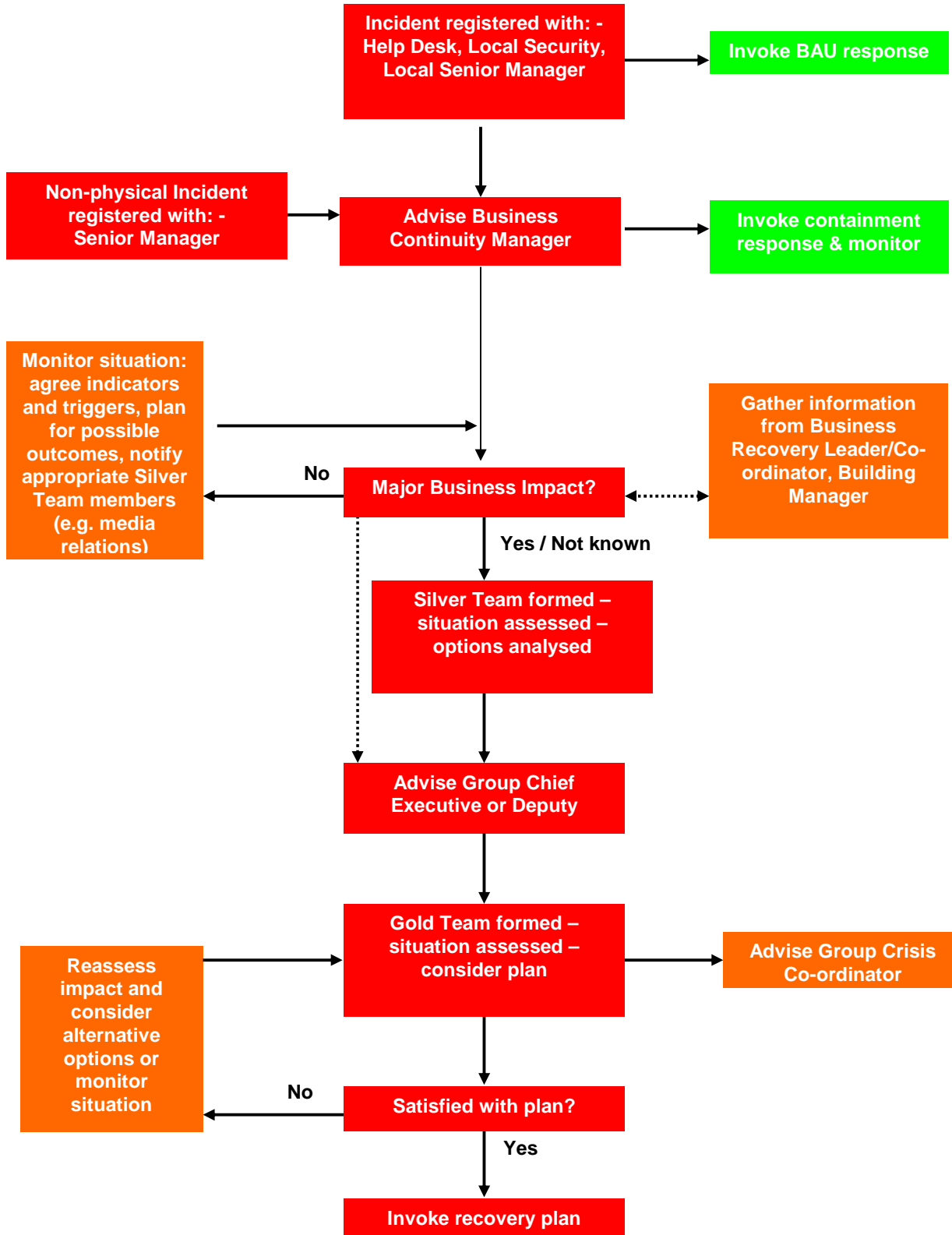
- Cascade briefings to affected staff.
- Confirm recovery requirements based on plans and current work position.
- Organise staffing for recovery actions.
- Prioritise work to be performed as part of recovery actions.

# SILVER TEAM PLAN

## 3. Incident Response

### 3.1 Incident Response Process

The flowchart below shows the main steps in assessing and responding to an incident in a simple and generic form. Refer to the Incident Checklists for further guidance.



## **SILVER TEAM PLAN**

### **3.2 Incident Phases Checklist**

This framework recognises five phases of an incident, as below. Typical high level tasks for the different individuals or teams involved are outlined for each phase. Note: these are typical activities and may not be appropriate or needed for every type of incident.

The framework is structured so that the same processes can be used for virtually any incident. This makes sense since many major incidents start as a smaller problem, or only escalate to be a major incident due to the length of disruption. Therefore many incidents handled using this framework will not progress beyond the first one or two phases, particularly those involving service interruption e.g. power cut, IT service failure.

#### **1. Containment (Pre - Invocation)**

- |                      |   |
|----------------------|---|
| Operations Manager:  | <ul style="list-style-type: none"><li>• Ensure staff are safe</li><li>• Call emergency services</li><li>• Ensure scene is secure</li><li>• Take actions to contain the incident</li></ul> |
| Facilities Team:     | <ul style="list-style-type: none"><li>• Dispatch support/repair teams to site</li><li>• Take actions to contain the incident</li></ul>  |
| Business Continuity: | <ul style="list-style-type: none"><li>• Monitor situation and impact</li><li>• Place Life Silver Team on Standby</li><li>• Consider notification to Executive</li></ul>                   |

#### **2. Incident Assessment (Pre-Implementation)**

- |                       |  |
|-----------------------|--|
| Operations Manager:   | <ul style="list-style-type: none"><li>• Consider staff welfare &amp; communicate to staff</li><li>• Liaise with Emergency Services/Statutory Agencies</li></ul>  |
| Local Bronze Team(s): | <ul style="list-style-type: none"><li>• Convene &amp; establish communication with Silver Team</li><li>• Consider &amp; invoke local actions e.g. work transfer plans</li><li>• Consider impact, current work priorities &amp; confirm business requirements (see Appendix A – Incident Status Report)</li></ul> |
| Silver Team:          | <ul style="list-style-type: none"><li>• Convene &amp; liaise with Local Bronze Team(s)</li><li>• Assess business impact &amp; clarify business needs</li><li>• Produce recovery plan</li><li>• Contact &amp; convene (if necessary) the Gold Team</li></ul>  |
| Facilities Team:      | <ul style="list-style-type: none"><li>• Convene &amp; liaise with Operations Mgr &amp; business unit Silver Team(s)</li><li>• Full assessment of impact of incident on service</li><li>• Produce recovery implementation plan</li><li>• Contact &amp; convene (if necessary) the Gold Team</li></ul>             |

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### **3. Implementation**

- Bronze Team(s):
- Plan staffing for recovery, including Bronze Team
  - Brief staff
  - Relocate Bronze Team to alternative site (if necessary)
- Silver Team:
- Invoke recovery plan
  - Plan ongoing staffing of command & control centre
  - Prepare staff & external briefings
- Facilities Silver Team:
- **Invoke Seamless contract (if necessary)**
  - Callout Service & Specialist Recovery Teams
  - Set up alternative service infrastructure

### **4. Initial Recovery Phase**

- Bronze Team(s):
- Send staff to recovery site
  - Communicate with key contacts
  - Monitor service resumption progress & report problems
- Silver Team:
- Prepare and deliver communication updates
  - Plan ongoing staff support
  - Monitor progress & business impact
- Facilities Silver Team:
- Inform business units of availability of alternative facilities
  - Manage rectification of problems
  - Service provision to support alternative facilities

### **5. Subsequent Recovery Phase(s)**

The affected business operation function and customer service will have the use of the full recovery team as necessary. This will continue until more permanent solutions are determined and control is passed back to normal management structures and procedures.

- Life Bronze Team(s):
- Manage utilisation of staff at recovery site(s)
  - Brief staff & key contacts
  - Monitor service resumption progress & report problems
- Silver Team:
- Expand service capability in line with business requirements
  - Manage service rectification
  - Plan for resumption of normal service or implementation of longer term temporary facilities
  - Maintain briefings to staff & management
  - Provide staff support
  - Plan for resumption of BAU

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### 3.3 Incident Checklists

These Incident Checklists are not intended to be exhaustive detailed plans of everything that the Silver Team must do. That would be impossible due to the many different types of incidents that can occur and the different ways in which they manifest themselves. The Incident Checklists are intended to be 'aide memoires' that can be adapted to the situation. Three checklists are provided:

- 1) A **physical incident** that may lead to relocation of staff (e.g. fire, building collapse). This may also be useful for some IT related incidents. A Seamless Invocation event.
- 2) A **personnel incident** i.e. an incident where buildings and IT systems are still available but the health & safety of staff or the number of staff available to work is affected (e.g. Legionella outbreak, local area infrastructure disruption). A Seamless Invocation event.
- 3) **Flooding** which can be adapted for any site. A Seamless Invocation event.

#### Physical Incident

Business Continuity Manager (or deputy) notified by local Operations Manager on site affected.

	<b>Actions</b>	<b>Responsible</b>
1.1	Monitor & assess impact of incident. Obtain information from local manager(s) if possible.	BC Team
1.2	Put Silver Team on standby.	BC Manager
2.1	Send Silver representation to affected site	BC Team
2.2	Convene Silver Team	BC Manager
2.3	Clear Control Room and ensure equipped with TV, Phones, Flipcharts, Tea & Coffee facilities	Secretariat
2.4	Make contact with Bronze Team(s) for affected site	BC Team
2.5	Liaise with Local Manager if shared site	BC Manager
2.6	Silver Team develop recovery recommendations, for approval by the Gold Team. Recommendations will include: <ul style="list-style-type: none"> <li>• Incident Status Summary</li> <li>• Outline Recovery Plan</li> <li>• Communications required</li> </ul>	Silver & BC Team
2.7	Contact SEAMLESS to place Recovery Site(s) on standby	BC Team
2.8	Convene Gold Team, to obtain approval for recovery recommendations.	Silver Chair/BC Manager
2.9	Brief Group Crisis Co-ordinator	Silver Chair
3.1	Implement incident support & recovery actions as agreed in the Silver Team Incident Log and individual support plans.	All

Relocation of staff required.

	<b>Actions</b>	<b>Responsible</b>
3.2	Ensure Seamless Recovery Site is invoked	BC Team
3.3	Expand Silver Team, if necessary, using necessary staff (Ensure people can take breaks)	Silver Chair
3.4	Invoke HR to handle staff queries	HR
3.5	Monitor condition & location of injured staff with Emergency Services	HR
3.6	Invoke counselling support for affected staff & relatives	HR
3.7	Organise/agree security for affected and recovery sites.	Facilities
3.8	Confirm recovery requirements with Bronze Team(s) for affected site e.g. number of staff, phone redirections, transport, and vital records retrieval.	BC Team
3.9	Organise/agree transport.	Facilities
3.10	Organise/agree catering.	Facilities
3.11	Invoke switch of data links to recovery site(s)	IT Continuity

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3.12	Invoke IT support in relocation site(s)	IT Continuity
3.13	Ensure H&S notifications & assessments done	Facilities
3.14	Issue communications to staff	Internal Comms
3.15	Agree/issue media statements	Media Team
3.16	Agree communication to key stakeholders	Media Team
3.17	Establish recovery funding, purchasing support & expenditure tracking	Silver Chair

4.1	Invoke postal redirection & collections	Facilities
4.2	Invoke telephone redirections	IT Continuity
4.3	Obtain building recovery schedule.	Facilities
4.4	Monitor progress of recovery and develop longer term recovery recommendations as necessary, for approval by Executive	Silver Team
4.5	Update Executive Management and gain approval for further recovery recommendations (daily?)	Silver Chair/ Gold Team
4.6	Update briefing to Group Crisis Co-ordinator	Silver Chair

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### Personnel Incident

Business Continuity Manager (or deputy) notified by local Operations Manager on site affected.

	<b>Actions</b>	<b>Responsible</b>
1.1	Assess impact of incident. Obtain information from local manager(s) if possible.	BC Team
1.2	Notify Media Relations team	BC Manager
1.3	Liaise with Local Manager if shared site	BC Manager
2.1	Convene Silver Team	BC Manager
2.2	Contact 'Lead Authority' to obtain information and their requirements	BC Team
2.3	Clear Control Room and ensure equipped with TV, Phones, Flipcharts, Tea & Coffee facilities	Secretariat
2.4	Silver Team develop recovery recommendations, for approval by the Gold Team. Recommendations will include: <ul style="list-style-type: none"> <li>• Incident Status Summary</li> <li>• Outline Recovery Plan</li> <li>• Communications required</li> </ul>	Silver Team
2.5	Convene Gold Team, to obtain approval for response recommendations.	Silver Chair/ BC Manager
2.6	Brief Group Crisis Co-ordinator	Silver Chair
3.1	Implement incident support & response actions as documented in the Silver Team Incident Log and individual support plans.	All
3.2	Invoke HR to handle staff queries	HR
3.3	Send Silver Team representation to affected site	Silver Chair/ BC Team
3.4	If site closedown required, make contact with Bronze Team(s) for affected site	BC Team
3.5	If site closedown required, follow actions 3.2 onwards for Physical Incident	All

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### Flood Incident

	<b>Actions</b>	<b>Responsible</b>
1.1	Business Continuity Team monitor news and Environment Agency Flood line (daily during 'flood season'). If any warnings in place current status to be e-mailed to Life Silver Team members.	BC Team

If flooding expected to affect one of our locations

2.1	Convene Silver Team	BC Manager
2.2	Clear Control Room and ensure equipped with TV, Phones, Flipcharts, Tea & Coffee facilities	Secretariat
2.3	Put on standby – Business Continuity Team Facilities HR Direct IT	BC Manager Facilities HR IT Continuity
2.4	Silver Team agree recovery recommendation dependent on forecasts, including where staff will be relocated to.	Silver Team
2.5	Update Executive	Silver Chair
2.6	Issue communication to business	Internal Comms
2.7	Silver Team representation placed in building affected	BC Team
2.8	Expand Control Room staff, if necessary	Silver Chair
2.9	Issue updated evacuation plans & relocation guidelines (including how to get to recovery site, taking laptops, battle boxes, etc.)	BC Manager
2.10	Invoke HR to handle staff queries	HR
2.11	Action IT support in relocation site	IT Continuity

If Silver Team invokes evacuation of site:

	<b>Actions</b>	<b>Responsible</b>
3.1	Invoke post redirects	Facilities
3.2	Invoke telephone redirects	IT Continuity
3.3	Deliver Battle Boxes to relocation site	Facilities
3.4	Update communications to Executive	Silver Chair
3.5	Update communications to business	Internal Comms
3.6	Communication to media	Media Team
3.7	Expand Silver Team with Building Co-ordinators	Silver Chair
3.8	Confirm relocation plans and agree recovery recommendation	Silver Team
3.9	Convene Gold Team	Silver Chair/ BC Manager
3.10	Brief Group Crisis Co-ordinator	Silver Chair
3.11	Brief sites which may receive relocated staff (in existing sites) or SEAMLESS site(s)	Silver Chair
3.12	Place coaches on standby	Facilities
3.13	Clear & Seal Building (end of day if poss.) & change Evacuation Procedures.	Facilities
3.14	Brief Bronze Teams in affected buildings – where they will go, how	Silver Team
3.15	Issue communications to business	Internal Comms
3.16	Invoke IT support plan	IT Continuity
3.17	Switch phone lines	I T

**SILVER TEAM PLAN**

**Appendix A – Role Allocation Sheet**

[Proforma for Role Allocation Sheet. A large version of this sheet should be available in the Battleboxes. A flipchart or whiteboard could also be used.]

<b><u>Role</u></b>	<b><u>Name</u></b>	<b><u>Contact Number</u></b>
<b>Chair</b>		
<b>Business Continuity Manager</b>		
<b>Secretariat</b>		
<b>Facilities</b>		
<b>Head of IT</b>		
<b>Media Relations</b>		
<b>Internal Communications</b>		
<b>Human Resources</b>		

**Other Roles which may be appointed:**

<b>On-site co-ordinator</b>		
<b>Building Liaison Officers</b> (1 for each building in a multiple site incident) <b>Building:</b>		

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**Appendix B – Issue & Incident Log**

[Proforma for Issues/Incident log. A whiteboard is probably better for this. This is to keep a record of the updates and actions taken.]

**Issue/Incident Log**

<b>NUMBER:</b>		Issue/Incident details:								
Date & Time Reported										
Issue Raised by:-		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Name</td> <td></td> </tr> <tr> <td>Location</td> <td></td> </tr> <tr> <td>Date</td> <td></td> </tr> <tr> <td>Time</td> <td></td> </tr> </table>	Name		Location		Date		Time	
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Updates		Actions: (enter details)								
Date/Time										
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<b>Issue closed by:</b>	
Date Time	

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**Appendix C – Communication Record Sheet**

[Proforma for Communication Record. A large version of this sheet should be available in the Battleboxes. A whiteboard is probably better for this. This is to keep a record of when, what & how it has been communicated to the different stakeholders/audiences.]

<b>Stakeholder</b>	<b>Message</b>	<b>When sent</b>	<b>Next due</b>
<b>Staff (affected)</b>			
<b>All Staff</b>			
<b>Gold Team</b>			
<b>Media</b>			

## **SILVER TEAM PLAN**

### **Appendix D – Incident Status Report**

[Proforma for Incident Status Reports to be submitted by Business Recovery Teams. This can be faxed to Business Recovery Teams for completion, or used over the phone to collect information from them.]

This report needs to be precise, as accurate as possible and to concentrate on major issues only. The first report needs to give a clear picture of the current situation and focus on what is needed to recover the critical business processes to protect the company during the first 24 hours of incidents. As an incident progresses further update reports will be produced; these will focus on a longer-term recovery plan.

#### **1 Impact Analysis**

Detail what the impacts of the incident are on your business functions: detail any damage, injuries, ongoing problems, impact on customers, staffing issues and imminent issues.

#### **2 Actions Taken**

What major decisions have already been taken? What local continuity arrangements have already been invoked? What is the current status with them?

#### **3 Immediate Recommendations and Requests for Support**

What help is needed, and when?

If appropriate include any long-term requests that may need to be considered now.

#### **4 Contact details**

Confirm details of who is in the team, contact numbers and location.

***This information needs to be passed to the Continuity Command (Silver) Team by the most suitable medium available.***

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**Appendix E – Seamless Recovery Invocation**

Should the Silver team decide to invoke or put Seamless on standby the following should be contacted: -

Tel: 01245 399566 mon –fri 8am -6pm  
0870 777 1599 out of hours

Informing them that you wish to invoke the Towergate Disaster Recovery agreement and give them the following details: -

The name of your Company.

Your name and the contact number that you can be obtain on.

Which Recovery Site you require use of.

The number of positions you require.

What time you intend arriving at the premises and who will be the primary contact when staff arrive.

This will ensure that the correct equipment and functionality is available on you occupying the recovery site.