

# GSS - Business Continuity Plan

---

## 1. About this plan and its Purpose

This Business Continuity plan is based on the principles of ISO22301 which specifies requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve a documented management system to protect against, reduce the likelihood of occurrence, prepare for, respond to, and recover from disruptive incidents when they arise.

The details of GSS's Business Continuity Plan are to provide a flexible response so that Global Solution Services UK Ltd can:

- Respond to a disruptive incident (incident management)
- Respond to any cyber acts or malicious penetration of IT systems (Cyber Security)
- Maintain delivery of critical activities/services during an incident (business continuity)
- Return to 'business as usual' in the event of the above (resumption and recovery)
- Provide accountability by defining acceptable procedures for resuming business
- Optimise customer services by strengthening Management controls in order to maintain agreed levels of business

### PLAN REMIT

This plan covers the following units

- GSS H/Q located at Square Root Business Centre 102-116 Windmill Road Croydon, Surrey, CR0 2XQ
- All Job Centre Plus units and other business units where GSS staff may be located to conduct business on behalf of GSS

The following functions are also covered by this plan

- The provision of administrative support to services delivered by GSS Consultants to customers and clients
- Management of all Head office functionality in delivering GSS's business to private clients, customers and individuals
- The IT infrastructure that supports and underpins the delivery of GSS's services to customers, clients and individuals

### PLAN OWNER

Sonia Benjamin (Director) is this Plan's Owner and responsible for ensuring that it is maintained, exercised and updated in accordance with internal requirements for business continuity.

This plan is kept securely and has been shared with GSS co Director Richard Wood in the case of implementation alongside Emma Glasscock Business Development Manager.

This Plan is distributed as follows:

| NAME              | ROLE                         |
|-------------------|------------------------------|
| Sonia Benjamin    | Director                     |
| Richard Wood      | Director                     |
| Emma Glasscock    | Business Development Manager |
| Sherella Mitchell | Office Manager               |

## PLAN STORAGE

Hard copies of this Plan are stored within GSS HQ, Square Root Business Centre, 102-116 Windmill Road, Croydon, Surrey CR0 2XQ filed under 'Business Continuity'

Electronic copies of this plan are stored as follows: Shared/Policies and Procedures 2018/Business Continuity plan

And

Directors/Policiesandprocedures2019/businesscontinuityplan

## PLAN REVIEW DATE

This Plan will be reviewed quarterly and updated yearly and in August 2020 and annually thereafter

## 2. Plan Activation

### CIRCUMSTANCES

This Plan will be activated in response to an incident causing significant disruption to normal service delivery/business, particularly the delivery of key/critical activities. Examples of circumstances triggering activation of this Plan include:

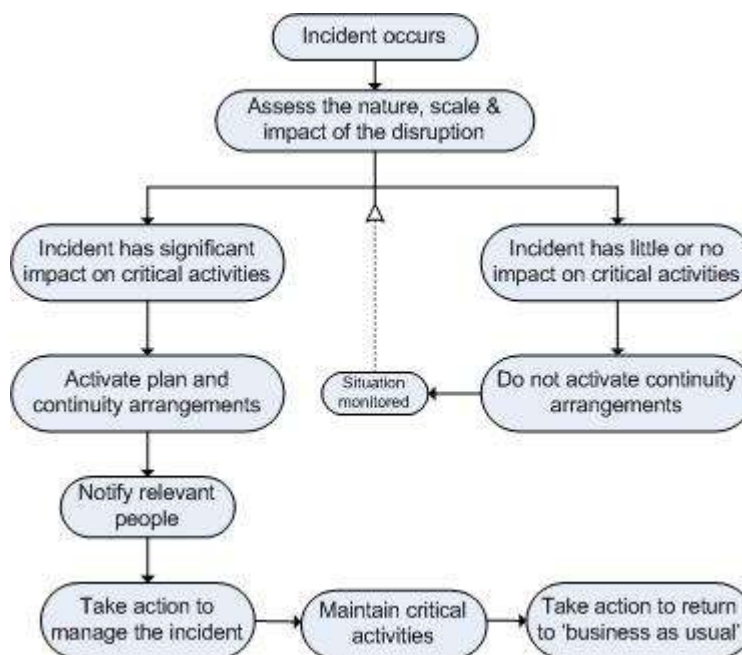
- Loss of key staff or skills e.g. above normal levels of absenteeism due to serious illness or loss of life
- Loss of critical systems e.g. ICT failure, corruption or cyber-attack
- Denial of access, or damage to, facilities e.g. loss of a building through fire, flood etc
- Loss of a key resource e.g. a major supplier vital to the delivery of a key service
- Pandemic or Health crisis

## RESPONSIBILITY FOR ACTIVATION

A member of the nominated Business Continuity Team for Global Solution Services will normally activate and stand down this Plan:

| Name              | Role                         | Office | Home Contact  | Mobile        |
|-------------------|------------------------------|--------|---------------|---------------|
| Sonia Benjamin    | Director                     | H/Q    | 0208 656 3258 | 07711 090 111 |
| Richard Wood      | Director                     | H/Q    | 0208 651 2498 | 07764 588 833 |
| Emma Glasscock    | Business Development Manager | H/Q    | 07921 036 927 | 07921 036 927 |
| Sherella Mitchell | Office Manager               | H/Q    | 0208 407 2571 | 07862 749 120 |

## Process for Activation



### 3. Incident Management

#### PURPOSE OF THE INCIDENT MANAGEMENT PHASE

- Protect the safety of staff, customers, clients, visitors and the wider community
- Protect vital assets e.g. equipment, data, reputation etc
- Ensure necessary communication takes place
- Support the Business Continuity phase
- Support the Recovery and Resumption phase

Actions to protect the safety and welfare of staff, customers, clients, visitors and the public

The following actions will be taken to protect the immediate safety of staff, customers, visitors and the public:

|    | ACTION  | FURTHER INFO/DETAILS  |
|----|---|---|
| 1. | Follow relevant Government guidelines re Public Health and any other incidents  | GSS Management to keep abreast of changing government guidelines and implement these regarding GSS Staff and Customers in order to maintain Public Health & Safety  |
| 2. | Evacuate the building if necessary  | Use normal evacuation procedures for the building as detailed in the Fire / Incident evacuation procedures notice located at reception and detailed to all personnel who enter the building via reception   |
| 3. | Ensure all staff report to the Assembly Point.  | The Assembly point for GSS UK Ltd is directly opposite the main entrance building for Square Root on Windmill Road. The alternative Assembly Point in the event that this is inaccessible is on the Corner of Union Road where Windmill Road meets Union road. Richard Wood or Sonia Benjamin (SBL) is responsible for completing this action |
| 4. | Call emergency services (as appropriate)  | TEL: 999<br>Richard Wood (RW) or SB is responsible for completing this action   |
| 5. | Check that all staff, contractors and any visitors have been evacuated from the building and are present. Consider safety of all staff, contractors and visitors as a priority          | A signing in sheet from the entry in the visitors book and also the staff signing in sheet from reception should be used to check all staff who have signed in<br>Sherella Mitchell (SM) or SBL is responsible for completing this action   |
| 6. | Ensure log of incident is started and maintained throughout the incident phase  | Use a decision and action log to do this.<br><br>The log template can be found in the Gold file on One Drive or in the GSS shared drive   |
| 7. | Record names and details of any staff, contractors or visitors who may have been injured or distressed in the incident.   | SBL/RW or SM is responsible for completing this action  |
| 8. | Forward details of any fatalities or injuries in the incident to relevant services ie Police or emergency service (depending on scale of incident) and agree action that will be taken. | Sonia Benjamin to forward this information to relevant parties involved   |

|     | ACTION  | FURTHER INFO/DETAILS   |
|-----|---|--|
| 9.  | Assess impact of the incident to agree response / next steps  | SB is responsible for completing this action   |
| 10. | Log details of all items lost by staff, visitors etc as a result of the incident  | SB is responsible for documenting this information   |
| 11. | Consider whether the involvement of other teams, services or organisations are required to support the management of the incident | Depending on the incident the following may be approached to assist with incident management: <ul style="list-style-type: none"> <li>• Personnel</li> <li>• Health and Safety</li> <li>• Legal</li> <li>• Occupational Health</li> </ul> |

## COMMUNICATION ACTIONS

In the event of an incident and this plan being activated, the following people should be contacted. Nature of contact will depend on the incident type and time it has occurred.

Sonia Benjamin is responsible for completing the communication actions but in the event of her absence contact Emma Glasscock as detailed overleaf.

| ALWAYS CONTACTED |                |          |  |   |
|------------------|----------------|----------|--|---|
| 4                | Name           | Role     | Contact Details  | Likely message  |
| 1.               | Sonia Benjamin | Director | sonia@gss-ukltd.co.uk<br>07711 090 111<br>0208 665 4294  | <ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> <li>▪ Request to escalate or support</li> </ul> |
| 2.               | Richard Wood   | Director | <a href="mailto:richard@gss-ukltd.co.uk">richard@gss-ukltd.co.uk</a><br>07764 588 833<br>0208 665 4293 | <ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> </ul>   |

| CONTACTED DEPENDING ON INCIDENT |                   |                |                 |   |
|---------------------------------|-------------------|----------------|-----------------|---|
| 4                               | Name              | Role           | Contact Details | Likely message  |
| 1.                              | Sherella Mitchell | Office Manager | 0208 665 4297   | <ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> <li>▪ Indication of any press interest</li> </ul>   |
| 2.                              | Josephine Conway  | Administrator  | 0208 665 4257   | <ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> <li>▪ Indication of any press interest</li> <li>▪ Areas they can support service</li> </ul> |

| CONTACTED DEPENDING ON INCIDENT |                |                              |                                  |   |
|---------------------------------|----------------|------------------------------|----------------------------------|---|
| 4                               | Name           | Role                         | Contact Details                  | Likely message  |
| 3.                              | Emma Glasscock | Business Development Manager | 0208 665 4298 /<br>07921 036 927 | <ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> <li>▪ Where they need to report to/work from</li> </ul> |

## ACTIONS TO SUPPORT BUSINESS CONTINUITY

**In the event of damage to buildings or inaccessibility to normal Working premises due to fire, flood etc**

|    | ACTION  | FURTHER INFO/DETAILS   |
|----|---|--|
| 1. | Recover vital assets/equipment to enable delivery of critical activities                | The essential equipment/resources/information that need to be recovered where possible are: GSS computers, laptops, mobile phones and customer data  |
| 2. | Assess the key priorities for the remainder of the working day and take relevant action | Consider sending staff home. If not injured GSS Head office staff are able to work remotely from home once set up by Richard Wood whom also has remote access  |
| 3. | Seek alternative premises   | GSS have insurances to cover in the event that alternative premises should be used to deliver services. Consultants working at alternative premises may seek to move locations to alternative temporary offices<br>GSS Staff working at JCP premises can move locations to alternative JCP premises in the interim if required.<br>Phones forwarded to interim numbers |
| 4. | Inform staff what is required of them   | Staff are able to continue to work using remote access and mobile phones or alternative numbers if required.   |
| 5. | System Back Up  | Systems can be accessed remotely.<br>All GSS Systems are backed up and taken off site every evening so system restore can take place with immediate effect   |
| 6. | Publicise the interim arrangements for delivery of critical activities                  | Ensure all stakeholders are kept informed of any contingency arrangements as appropriate<br>Emails will be sent out remotely to ensure all end-users are informed that business is continuing and any changes to current procedures they may need to use.  |

**In the event of loss of Critical Systems due to ICT failure, corruption or Cyber-attack**

|    | ACTION  | FURTHER INFO/DETAILS   |
|----|---|--|
| 1. | Recover vital assets/equipment to enable delivery of critical activities                | The essential equipment/resources/information that need to be recovered where possible are: GSS computers, laptops, mobile phones and customer data    |
| 2. | Complete System Restore   | Use remote access to restore systems to recovery mode to re-instate information from off-site Back up system which is completed daily                  |
| 3. | Recover critical customer data  | All Contracted customer data will be saved on external servers which can be recovered through external resources                                       |
| 4. | I T Management to restore systems, back up data and comply with all Security procedures | In line with Security policy procedures, restore and ensure data security on all information systems prior to use. Phones forwarded to interim numbers |

**In the event of loss of key staff or key resources for the delivery of GSS Business**

|    | ACTION   | FURTHER INFO/DETAILS   |
|----|--|--|
| 1. | Inform all remaining staff of current situation                                  | Ensure that Business Development Manager and other HQ personnel will continue with duties in line with current contracts and working practices   |
| 2. | Assess the key priorities of the business and ensure these are continued         | Use of the contracts manuals to determine priorities in the business can be used. Main contractors can be contacted for guidance if required.  |
| 3. | Continue to work on key aspects of business as determined in 'business as usual' | Ensure all current business activities are kept on track and daily activities as detailed in the diaries are kept running. Contact can be made with external contractors for plans of continuation of current business levels and contract delivery. |

**ACTIONS TO SUPPORT RECOVERY AND RESUMPTION**

|    | ACTION   | FURTHER INFO/DETAILS  |
|----|--|---|
| 1. | Take any salvage/asset recovery actions that are appropriate         | Remove any equipment, furniture, records etc that are at risk of damage to be located at secure premises off site(Supreme Storage – Union Road)   |
| 2. | Contact Relevant personnel/ key contract personal                    | Ensure key GSS personnel have been informed. Contact GSS Prime Contract personnel if required   |
| 3. | Continue to log all expenditure incurred as a result of the incident | Use a financial expenditure log to record costs incurred as a result of responding to the incident. GSS is insured to continue business in the event of loss of inaccessibility to building due to damage |

|    | ACTION  | FURTHER INFO/DETAILS                  |
|----|---|---------------------------------------|
| 4. | Seek specific advice/ inform your Insurance Company | GSS are insured by Jelf Insurance Ltd |

## COMMUNICATING WITH STAFF

GSS commit to informing all staff about business disruption and the necessary actions that are being taken to ensure the continuity of the service and safety of staff, customers, learners and those interacting with GSS business

Sonia Benjamin and Richard Wood have personal contact details (phone and personal emails) of all staff who may need to be advised of alterations to working conditions.

For the purpose of this plan this list of contact details can also be located via other electronic files which can be obtained through contacting: Sherella Mitchell or Emma Glasscock

## 4. Business Continuity

### PURPOSE OF THE BUSINESS CONTINUITY PHASE

The purpose of the business continuity phase of response is to ensure that critical activities are resumed as quickly as possible and/or continue to be delivered during any disruption and to ensure that key information is not lost or compromised

A Business Impact Analysis sets out details of critical activities and the resources required to deliver them both in 'business as usual' and in a crisis situations. The Business Continuity Team will refer to the BIA to help inform the business continuity response that is required.

### CRITICAL ACTIVITIES

The outcome of the Business Analysis process has been to identify the following activities as critical:

|    | Brief Description of Critical Activities   |
|----|--|
| 1. | Accessing GSS phones for customers bookings, queries and the delivery of the service   |
| 2. | Accessing contracted database to input customer details for payment of the service delivered   |
| 3. | Ensuring GSS Consultants can gain access to and get information pertaining to the delivery of the service in order to deliver to customers |

### NON-CRITICAL ACTIVITIES

A number of activities are non-critical and consideration will be given to:

- Not recovering these activities until critical activities have been resumed
- Suspending these activities and diverting their resources to support the critical ones



The non-critical activities for GSS UK Ltd are:

|    | Brief Description of Non-Critical Activities                                    |
|----|---|
| 1. | Entering into the GSS HQ Offices for the purposes of filing, administration etc |
| 2. |   |
| 3. |   |

## BUSINESS CONTINUITY ACTIONS

The Business Continuity Team (See Section 2) for the incident is responsible for ensuring the following actions are completed:

|    | ACTION   | FURTHER INFO/DETAILS  |
|----|--|---|
| 1. | Identify any other staff required to be involved in the Business Continuity response     | Depending on the incident, the Business Continuity Team may need additional input in order to drive the recovery of critical activities including that of Prime Contracts   |
| 2. | Evaluate the impact of the incident  | Use an incident impact assessment form to understand the impact of the incident on 'business as usual' working activities.  |
| 3. | Plan how critical activities will be maintained.   | Consider: <ul style="list-style-type: none"> <li>▪ Immediate priorities</li> <li>▪ Communication strategies</li> <li>▪ Deployment of resources</li> <li>▪ Finance</li> <li>▪ Monitoring the situation</li> <li>▪ Reporting</li> </ul> |
| 4. | Log all decisions and actions, including what you decide not to do and include rationale | Use a decision and action log to do this which can be located in GSS shared drive under Policies and Procedures   |
| 5. | Log all financial expenditure incurred   | Use a financial expenditure log to do this  |
| 6. | Allocate specific roles as necessary   | Roles allocated will depend on the incident and availability of staff (see Section 2)   |
| 7. | Secure resources to enable critical activities to continue/be recovered                  | Consider requirements such as the staffing, premises, equipment, forwarding telephone calls to interim telephones.  |
| 8. | Deliver appropriate communication actions as required                                    | Ensure methods of communication and key messages are developed as appropriate to the needs of your key stakeholders.  |

## 5. Recovery and Resumption

The purpose of the recovery and resumption phase is to resume normal working practises for GSS UK Ltd as quickly as possible. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building, using different protocols etc

### RECOVERY AND RESUMPTION ACTIONS

|    | ACTION   | FURTHER INFO/DETAILS  |
|----|--|---|
| 1. | Agree and plan the actions required to enable recovery and resumption of normal working practises  | Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.  |
| 2. | Continue to log all expenditure incurred as a result of the incident   | Use a financial expenditure log to do this in line with Jelf Insurance company if applicable  |
| 3. | Respond to any long terms support needs of staff   | Depending on the nature of the incident, the Business Continuity Team may need to consider the use of external Services e.g. counselling or appropriate External Agencies                                     |
| 4. | Carry out a 'debrief' of the incident and complete an Incident Report to document opportunities for improvement and any lessons identified | Use an Incident Report Form to do this. This should be reviewed by all members of the Business Continuity Team to ensure key actions resulting from the incident are implemented within designated timescales |
| 5. | Review this Continuity Plan in light of lessons learned from incident and the response to it   | Implement recommendations for improvement and update this Plan. Ensure a revised version of the Plan is read by all members of the Business Continuity Team   |
| 6. | Publicise that there is now 'business as usual'  | GSS will send out emails, and publicise information on its website. Main contractors will be called and emailed alongside all Consultants and relevant customers, clients etc of GSS                          |

## 6 Cyber Essentials Plus

Cyber Essentials is a UK government scheme encouraging organisations to adopt good practice in information security. It includes an assurance framework and a simple set of security controls to protect information from threats coming from the internet. As part of GSS's Business continuity Plan GSS is working towards achieving Cyber essentials Plus accreditation which will work in conjunction with this continuity plan and GSS GDPR policy

*NB: The information detailed in the above Business Continuity document is not exhaustive and GSS UK Ltd will endeavour to maintain a professional service throughout any natural disasters, force majeure, Health crisis or unknown entities that may arise.*

## 7. Review

We commit ourselves to undertaking a formal review of the Policy at least once every two years and usually yearly and to communicate changes organisation wide.

This policy is also in line with our Covid-19 Business Continuity Plan



Signed by Sonia Benjamin  
Director  
July 2020 v6