

Vail Williams Business Continuity Plan

Last Reviewed: February 2019



Contents

1	Definitions	1
2	Introduction	1
3	Business Continuity Strategy	1
4	Plan Implementation Authorisation	2
5	Recovery Priorities	2
6	Roles and Responsibilities	3
7	Incident Team's Initial Assessment	4
8	Implementation of Recovery Site Plan and Recovery Process	5
9	Cascade Call System	5
10	Business Continuity Process Flow	6
11	Emergency Evacuation Procedure	7
12	Media and Communications	7
13	Key Contacts	8

1 Definitions

- **Business Interruption Event.** An event that makes an office inaccessible due to unforeseen circumstances
- **Central Services.** Finance, IT, HR and Marketing
- **Deputy Plan Owner.** Any other nominated member of the Vail Williams Executive Board
- **Emergency Incident.** Any sudden or unforeseen incident which threatens the safety, security of personnel or the operational capability of the business / office requiring special measures to be taken in order either to restore safety and security levels to an acceptable standard and/or to continue to provide an acceptable level of service to customers.
- **Event Log.** Record of events during a Business Interruption Event
- **Facilities Management Team.** If the office is serviced or externally managed, there will be an outsourced team arranged by the landlord
- **Fire Marshall.** The current incumbent(s) holding the role within each Vail Williams office
- **Incident Team.** The group which organises and manages the office/business following a Business Interruption Event comprising RMP, Director of Finance, Head of IT and Head of HR
- **Plan Owner.** The Managing Partner
- **Recovery Site.** Any other Vail Williams office where the Incident Team can meet
- **RMP.** Regional Managing Partner. There is an RMP in place for each of Vail Williams' five Regions – Birmingham, Gatwick, London, Solent and Thames Valley.

2 Introduction

- 2.1. Business continuity planning is good business practice as it helps prepare the business for unforeseen events such as an interruption to normal service, office closure or other emergency.
- 2.2. We will regularly update and test the effectiveness of our plan.
- 2.3. It is the contractual obligation of our Managed Service Provider to maintain a separate Business Continuity Plan in relation to the maintenance of our IT services. This element therefore falls outside the remit of this plan.

3 Business Continuity Strategy

- 3.1. The strategy aims to maintain a minimum acceptable level of operation until we are either able to return to the office or establish an alternative permanent location. This decision will be made by the Plan Owner and the Incident Team.
- 3.2. Staff who become aware of a Business Interruption Event should in the first instance contact the relevant Regional Managing Partner (RMP) for the office affected or failing that, the Plan Owner.

- 3.3. In the event of a disaster or emergency at one of our offices that requires implementation of the Business Continuity Plan; staff would relocate to an alternative Vail Williams office or alternatively work from home.
- 3.4. Finance is the only staff group reliant on location specific applications housed at the Thames Valley office to carry out key aspects of their role. 'Warm start' facilities would be made available at an alternative Vail Williams office should the Thames Valley office be affected and we would endeavor to ensure that services are up and running for them to use within 24 hours in all circumstances other than complete third party Data Centre failure.
- 3.5. All potential members of an Incident Team are required to keep a hard copy of this Business Continuity Plan off site for ease of access in an emergency situation. It is recommended that each RMP also keeps a second copy in their car (where practicable) along with a high visibility jacket.

4 Plan Implementation Authorisation

- 4.1. With the exception of emergency evacuation procedures, as dictated by a landlord, no part of this plan should be invoked by any person except the Plan Owner, or in his absence, the Deputy Plan Owner. If in extenuating circumstances none of these individuals are contactable, the relevant RMP has the authority to invoke the plan within his Region, advising the Plan Owner or Deputy Plan Owner as soon as practicable thereafter.
- 4.2. In the event of implementing emergency evacuation procedures, the Incident Team will liaise with, and act in conjunction with the Facilities Management Team at the site (where applicable).

5 Recovery Priorities

- 5.1. The priority activities outlined below are deemed necessary to maintain essential services to our customers and enable us to comply with any legal or compliance requirements. In the event of an incident, the following priorities would be dealt with within 24 hours:
 - 5.1.1. Staff communication and information (Incident Team)
 - 5.1.2. Staff communication in relation to systems access (IT)
 - 5.1.3. Diversion of incoming phone calls [where necessary] (IT)
 - 5.1.4. Emergency Expense Payments (Finance)
 - 5.1.5. Insurance Broker Notification (Finance)
 - 5.1.6. Emergency Client Payments (PAM)
 - 5.1.7. Staff welfare and general Health & Safety Issues (HR)
 - 5.1.8. Emergency Client Communications (All Regions)

6 Roles and Responsibilities

- 6.1. The Home Office recommends a three tier system of control for the Emergency Services and this is a structure which most UK companies, Vail Williams included, have adopted.
- 6.2. The Executive Board is responsible for strategy. As such, it will take responsibility for:
 - 6.2.1. Approval and endorsement of the business continuity plan
 - 6.2.2. Representation as the public face of the company.
- 6.3. The Director of Finance will be responsible for authorising expenditure and liaising with our insurers and any affected suppliers.
- 6.4. The Head of HR will be responsible for managing all immediate staff welfare issues. In the event of an incident during working hours and for maintaining an up-to-date list of staff contact details, including personal mobile numbers for staff without a Vail Williams issued mobile phone.
- 6.5. The Incident Team (members of which are detailed under section 1) will be responsible for tactical matters in the event of an incident coordinated by the respective RMP and as such, it will conduct the following, where appropriate:
 - 6.5.1. Liaise with the Plan Owner on the decision as to whether to invoke the plan & keep them briefed on progress and developments.
 - 6.5.2. Make an assessment of any incident in conjunction with the emergency services, building facilities management, landlord and managing agents.
 - 6.5.3. Liaise with and co-ordinate fire wardens and first-aiders, at effected site, in the event of an Emergency Evacuation.
 - 6.5.4. Conduct an evacuation roll call.
 - 6.5.5. Invoke the plan with any third parties.
 - 6.5.6. Communicate the incident to business partners, customers, suppliers, regulators, and other external parties where applicable.
 - 6.5.7. Manage all logistics of the recovery such as transport, supplies, accommodation, catering, salvage etc.
 - 6.5.8. Assess the reinstatement of the office.
 - 6.5.9. Purchase any new equipment required.
 - 6.5.10. Maintain the Expenditure Log.
 - 6.5.11. Maintain the Event Log.
 - 6.5.12. Divert incoming telephone calls to an alternative designated office.
 - 6.5.13. Make alternative arrangements for incoming post.

7 Incident Team's Initial Assessment

- 7.1. Once made aware of an incident, the Regional Managing Partner (RMP) will carry out an initial assessment to establish the seriousness of the situation.
- 7.2. The situation will be classified as one of three levels:
- 7.2.1. Incident Level 1 - Business interruption affecting one or more Disciplines / functions, no immediate threat to safety and or property but an emergency situation that has an impact on the operations of the business. An example of this could be a local server going down or temporary loss of building services. Members of the Executive Board will be placed on alert by the Incident Team in preparedness should the incident escalate.
- 7.2.2. Incident Level 2 - Business interruption affecting closure of the office resulting in short term closure of the building up to and including two working days and will be overcome by implementing individually tailored discipline / function emergency response plans. An example of this could be an office fire.
- 7.2.3. Incident Level 3 - Business interruption affecting the whole company operation and/or immediate threat to safety requiring controlled evacuation ordered by the Incident Team or Police / Authorities. An example of such an incident could be terrorist attack.
- 7.3. On notification of any incident, the RMP or nominated deputy should run through the initial 'five point' checklist detailed below, remembering that staff health and welfare is always priority, capturing key elements as appropriate.
- 7.4. Five Point Checklist

Area and Pointers	Date/time	Notes
1. Staff Welfare - RMP to take Roll Call. Injuries, fatalities, hospitalisation?		
2. Building Status - Emergency Services involvement? Damage, indicative timescales?		
3. Systems & Services - IT infrastructure damage? Services affected?		
4. Business Status - Business areas impacted? Customer facing activities?		
5. Reputation - Media attention. Partnership communication		

- 7.5. Upon completion of the initial assessment, the RMP will advise the Plan Owner of his conclusions and recommendations and await instructions.

8 Implementation of Recovery Site Plan and Recovery Process

8.1. If the Plan Owner judges an incident to be level 2 or 3 i.e. staff cannot access the office, then he will contact the relevant RMP who will contact other members of the Incident Team and the following procedures will be followed:

8.1.1. Select a meeting point or arrange a conference call (if appropriate)

8.1.2. Mobilise and brief Central Services staff (as necessary)

8.1.3. Complete the Expenditure logs (example below)

Date	Dept.	Rationale	Payee	Amount	Sign Off
7 June 16	Incident Team	Several laptops destroyed and need urgent replacement (advised insurers)	PC World	£3,200	XX

9 Cascade Call System

9.1. A small group of Vail Williams staff (including Projects Coordinators and some members of Central Services and PAM) do not have company issued mobile phones. It is the RMP's responsibility to maintain an up to date list of personal mobile numbers for these individuals within their Regions, to be shared with HR, to ensure that they can be contacted in an emergency situation.

9.2. Mobile phone numbers for all other staff are available on the Vail Williams website (www.vailwilliams.com/contact) or via Vail Williams' Outlook, intranet or internal 'Hub' system. Should all of these systems be unavailable, a central hard copy list of staff contact details is maintained by HR and updated on a monthly basis.

9.3. The cascade call system detailed below (and shown diagrammatically under section 10) will be initiated following instructions from the Plan Owner or deputy in order to relay information to individuals:

9.3.1. Plan Owner to call the affected site's RMP (if not already aware of situation)

9.3.2. Plan Owner to call other Executive Board members (one of which is the Director of Finance)

9.3.3. RMP to call the two remaining Incident Team members (Head of IT and Head of HR)

9.3.4. RMP to call all Lead Partners with Fee Earners at the affected site

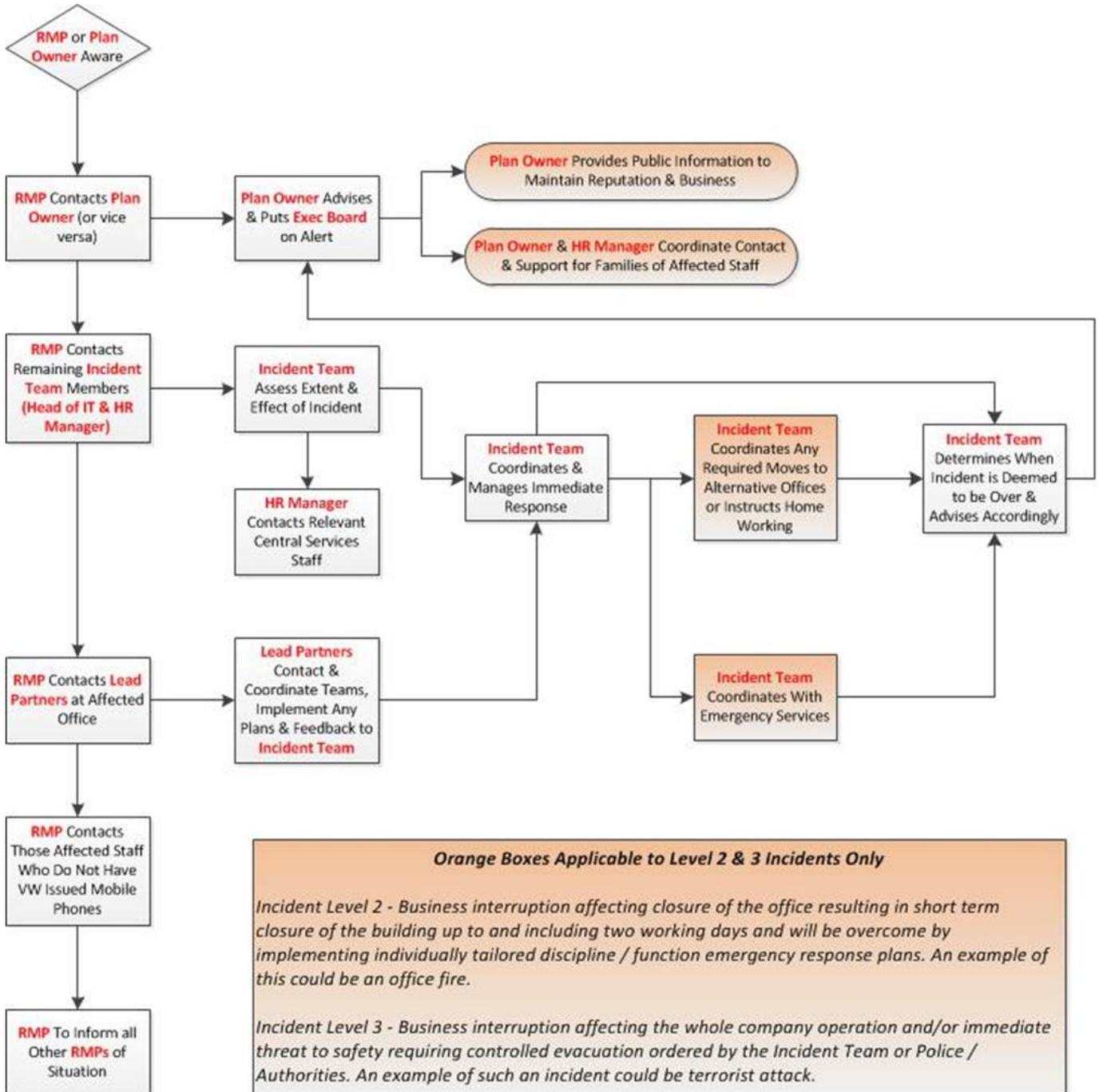
9.3.5. RMP to call any staff at the affected site without Vail Williams issued mobile phones

9.3.6. RMP to email fellow RMPs to appraise them of the situation (for information only)

9.3.7. Lead Partners to call all Team Members at the affected site (excluding those staff without Vail Williams issued mobile phones)

9.3.8. Head of HR to call Central Services staff where relevant.

10 Business Continuity Process Flow



11 Emergency Evacuation Procedure

- 11.1. In the event of an incident or emergency at a Vail Williams office location, staff will be expected to follow the evacuation procedures established by the Landlord's Facilities Management team and displayed in the affected office.
- 11.2. Any/all instructions given by the Emergency Services must be strictly adhered to.
- 11.3. It is important that no staff member returns to the office or otherwise leaves the Assembly Point until so authorised.

12 Media and Communications

- 12.1. When a major incident happens it is inevitable that the news media might take an interest. Effective media management is extremely important in order to convey an accurate picture of events and to uphold a positive view of the company. In the event of a major incident, any media interest must be addressed by the Plan Owner or Marketing Manager. Any requests to staff for an interview or comment should be politely declined and referred to the Marketing Department who will then advise the Plan Owner.
- 12.2. The Plan Owner will determine if any Clients or Suppliers need to be made aware of the situation and in consultation with the Marketing Manager, will agree the best mechanism for conveying this information such as via email, website, social media.
- 12.3. As an initial communication, Vail Williams will issue a statement based on the following:
 - 12.3.1. Template announcement to Suppliers:

We regret that due to an incident affecting Vail Williams LLP office at [office address] on [date], we are temporarily unable to conduct business from our usual address.

Business disruption has been minimised and, until further notice, we are operating from the following address:[Nominated address]

We apologise for this inconvenience and assure you that we will make every effort to continue to provide you with a high standard of service.

If you have sent any correspondence or provided any instruction to us within the last three working days and have not received any response from us within a week, please could you resubmit your correspondence in order that we can ensure that the matter is addressed. You will be notified once business has been resumed from our normal office address.

12.3.2. Template Announcement to Clients:

We regret that due to an incident affecting Vail Williams LLP office at [office address] on [date], we are temporarily unable to conduct business from our usual address.

Business disruption has been minimised and, until further notice, we are operating from the following address:[Nominated address]

We apologise for this inconvenience and assure you that we will make every effort to continue to provide you with a high standard of service.

If you have sent any correspondence or provided any instruction to us within the last three working days and have not received any response from us within a week, please could you resubmit your correspondence in order that we can ensure that the matter is addressed. You will be notified once business has been resumed from our normal office address.

- 12.4. Communications with other business partners should be carefully managed and directions in this regard will be communicated by the Incident Team as matters progress and the situation unfolds.

13 Key Contacts

- 13.1. Contact details for all staff are available on the Vail Williams website (www.vailwilliams.com/contact) or via Vail Williams' Outlook, intranet or internal 'Hub' system.
- 13.2. Contact details for the key individuals detailed in this plan are also included below:

Name	Role / Job title	Phone	E-Mail
Matthew Samuel-Camps	Plan Owner / Managing Partner	07836 774298	msamuel-camps@vailwilliams.com
Kevin Cook	Deputy Plan Owner / Exec Board Member	07767 834555	kcook@vailwilliams.com
Adam Robinson	Deputy Plan Owner / Exec Board Member/ Director of Finance	07747 535401	arobinson@vailwilliams.com
Jeremy Bickers	Head of IT	07786 130851	jbickers@vailwilliams.com
Shrutika Tekawade	Marketing Manager	07774 982555	stekawade@vailwilliams.com
Angela Jeffery	Head of HR	07804 272870	ajeffery@vailwilliams.com
Birmingham Office			
Carole Taylor	RMP Birmingham	07717 814835	ctaylor@vailwilliams.com
Gary Hawkswood	Managing Agent, GVA Facilities Management, Apleona	0121 454 3801 07827 235995	gary.hawkswood@gvafm.co.uk
Crawley Office			
Peter Sudworth	RMP Gatwick	07787 128647	psudworth@vailwilliams.com
Ben Harvey	Vail Williams Facilities Manager	07825 510326	bharvey@vailwilliams.com
Alex Finlayson	Vail Williams Lead Partner Property Asset Management	07768 724339	afinlayson@vailwilliams.com
Woking Office			
Geoff Fallon	RMP Surrey	07880 782728	psudworth@vailwilliams.com
Richard Morgan	Managing Agent, McKay Securities	0118 950 2333	richard.morgan@mckaysecurities.plc.uk
Damian Porter	On site Facilities Manager	01483 725 282	Damian.Porter@Mckaysecurities.plc.uk
One Crown Square	Front of House		frontofhouse@onecrownsquare.com

London Office			
James Lacey	RMP London	07909 966836	jlacey@vailwilliams.com
Alisdair Hamill	Capita, Divisional Director (Facilities Management)	0203 037 414 07711 489675	alisdair.hamill@capita.co.uk
Portsmouth Office			
Gary Jeffries	RMP Solent	07976 397698	GJeffries@vailwilliams.com
Karen Tyrrell	North Harbour Unit Trust (Managed Agent)	023 9238 9056	karentyrrell@nwglidefern.co.uk
Southampton Office			
Gary Jeffries	RMP Solent	07976 397698	GJeffries@vailwilliams.com
Alex Finlayson	Vail Williams Lead Partner Property Asset Management	07768 724339	afinlayson@vailwilliams.com
Thames Valley Office			
David Thomas	RMP Thames Valley	07815 071882	dthomas@vailwilliams.com
Wayne Woodhams	Oracle Corporation Premises Manager (Managed Agent)	07826 535179 0118 924 3009 0118 924 3344	wayne.woodhams@oracle.com facilitiesresponsecentre_uk@oracle.com

Our offices:

Birmingham

Edmond House
12-22 Newhall Street
Birmingham
B3 3EF
T: +44 (0)121 654 1065

Crawley

Unit 4 Peveril Court
6-8 London Road
Crawley
West Sussex
RH10 8JE
T: +44 (0)1293 612600

Woking

One Crown Square
Woking
Surrey
GU21 6HR
T: +44 (0)1483 446800

Heathrow

450 Bath Road
West Drayton
Heathrow
UB7 0EB
T: +44 (0)20 8564 8300

London

Dover House
34 Dover Street
London
W1S 4NG
T: +44 (0)20 3589 0050

Portsmouth

Lakeside North Harbour
Western Road
Portsmouth
PO6 3EN
T: +44 (0)23 9220 3200

Reading

550 Thames Valley Park Drive
Reading
RG6 1PT
T: +44 (0)118 909 7400

Southampton

Savannah House
3 Ocean Way
Ocean Village
Southampton
SO14 3TJ
T: +44 (0)23 8082 0900

Our services:

- Building Consultancy
- Business Rates Consultancy
- Commercial Property Investment
- Corporate Real Estate
- Marine and Leisure
- Property Acquisition and Disposal
- Property Asset Management
- Property Development Consultancy
- Lease Advisory
- Property Planning Consultancy
- Property Valuation

Visit us:

 Vail Williams

 @vailwilliams

 Vail Williams

www.vailwilliams.com