



## DISASTER RECOVERY PLAN

Building covered by this Plan: Main Store 2, Copley Hill  
Business Park, Cambridge Road,  
Babraham, Cambridge, CB2 4AF

This Plan sets out:

1. The immediate and Company level responses to a disaster.
2. Local action to be taken by staff to recover from a disaster.

Disaster Recovery Controller: Joanna Goode – Managing Director  
(Head of Unit named above)

Date Plan adopted: 30<sup>th</sup> November 2011

Date reviewed: 1<sup>st</sup> September 2025

Date of next revision: 1<sup>st</sup> September 2026  
(no more than 12 months  
from date of this Plan)





## DISASTER RECOVERY PLAN

### PHASE 1 – IMMEDIATE AND COMPANY LEVEL RESPONSES

For the purposes of this Plan a disaster is defined as any event (e.g. fire, explosion, serious flood, spillage/escape of hazardous substances) which requires evacuation of one or more buildings and the attendance of the Emergency Services. There will be substantial disruption to normal business in its aftermath, requiring mobilisation of significant internal and external resources.

#### Immediate Response

In the event of a disaster (or any emergency) the following initial steps should always be taken:

- \* Telephone for assistance
- \* Raise the alarm for fire
- \* Evacuate the building





## Quality Care Cleaning Ltd Disaster Recovery Team

In the event of a disaster being confirmed by the Managing Director, or by Copley Hill Estates Ltd the following will be summoned:

Managing Director – Joanna Goode  
Technical Cleaning Director – Lukasz Pastuszek

These officers, will act as the Disaster Recovery Team and will:

- (i) liaise with the Emergency Services and any other authorities involved in the incident;
- (ii) depending on the information available and the type of incident, call out relevant specialist personnel (internal and/or external) to provide assistance;
- (iii) immediately on the return of the building(s) to Company control, assume responsibility for the building and contents and for all activities carried out within and in the immediate area surrounding;
- (iv) supervise the restoration of all facilities and services to a level essential for the core activities of the occupying unit to be resumed, or provide suitable alternative accommodation;
- (v) commission a full investigation into the cause(s) of the disaster and other relevant matters;
- (vi) determine when full control of the site and of the consequences of the incident can be handed over to the Local Disaster Recovery Team.





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### PHASE 2 – LOCAL ACTION

This Plan will be implemented when control of an incident has been handed over to the Local Recovery Team.

#### Section 1. Local Disaster Recovery Team

Section	Responsibility	Name (and substitute)	Tel. No.
2	Disaster Recovery Controller	Joanna Goode	07712199284
3	Salvage	Joanna Goode	07712199284
4	Records and Files	Joanna Goode Adam Newbury (NCIS IT support)	07712199284 07932 452070
5	Communications	Joanna Goode Rydal Comms ( <i>Phone and mobile provider</i> )	07712199284 01733511116
6	Accommodation	Joanna Goode Copley Hill Estates	07712199284 07850835958
7	Computer Equipment	Joanna Goode	07712199284
8	Equipment/Supplies	Gary Taylor	01223833300

#### Notes:

- (i) The Disaster Recovery Controller should normally be the Head of Company (i.e. Managing Director).
- (ii) If appropriate and practical, one person (including the Disaster Recovery Controller) may be allocated more than one responsibility.
- (iii) Section 8 is for needs specific to the Unit (e.g. restoration of supply of any hazardous substances or specialist facilities).
- (iv) Copies of the Plan, when completed, should be issued to all individuals identified above.



## Section 2: Disaster Recovery Controller

Role: to co-ordinate activities of the Team.

Responsibilities:

- 2.1 Be a member of the Company Disaster Recovery Team until incident is handed over to Local Disaster Recovery Team.
- 2.2 Assemble Local Disaster Recovery Team immediately and brief its members.

### Incident management location for the Team will be (in order of availability)

- 2.2.1 Estate Office, Copley Hill Business Park, Babraham, Cambridge
- 2.2.2 Carlton House, 108A Hardwick Lane, Bury St Edmunds, IP33 2RA
- 2.3 Identify outside bodies (e.g. Customers) which should be notified and ensure that such notification is made.
- 2.4 Liaise with appropriate personnel over dealings with loss adjusters and contractors.
- 2.5 Authorise purchases, contracts etc. proposed by Team members.
- 2.6 Maintain log of events in recovery process.

## Section 3: Salvage

Role: to salvage all materials and equipment which are in a sound condition.

Responsibilities:

- 3.1 Liaise with insurance investigators to assess what is salvageable.
- 3.2 Create an inventory of salvaged items.
- 3.3 Protect and store salvaged items to prevent further damage or loss.

## Section 4: Records and Files

Role: to reconstitute all records and files to as near original status as possible.

Responsibilities:

- 4.1 Maintain paper or electronic back-ups of essential documents, stored off-site (preparatory action).
- 4.2 Restore records from back-ups.
- 4.3 Assess any remaining record losses and recover/recreate as required.

## Section 5: Communication

Role: to act as Team spokesperson.

Responsibilities:

- 5.1.1 Organise communication channels to inform Customers and Staff of recovery process.
- 5.1.2 Re-establish Telecommunications to Temporary Office location.

## Section 6: Accommodation

Role: to plan use of provisional accommodation.





#### Responsibilities:

- 6.1 Liaise with Copley Hill Estates to fit out and equip temporary accommodation for the unit's activities.
- 6.2 Make best use of temporary accommodation for the unit's needs.

### Section 7: Computer Equipment

Role: to re-establish computing capability to the Unit.

#### Responsibilities:

- 7.1 Maintain an inventory of all computing hardware and software (preparatory action).
- 7.2 Draw up a list of priority for computing facilities (preparatory action).
- 7.3 Redistribute surviving computers as determined by priorities.
- 7.4 Liaise with appropriate company for loan of equipment and/or to identify computers for temporary use by staff.
- 7.5 Place orders for restoration of computing strength. (Consult GP4PC)

### Section 8: Equipment & Supplies

Role: to replace damaged equipment/supplies

#### Responsibilities:

- 8.1 Maintain an inventory of all non-computer equipment (preparatory action).
- 8.2 Create a list of priorities for replacement.
- 8.3 Place orders for replacement equipment/supplies or use rental option for urgent items.

