

Public



## **North East Museums Business Continuity Management Plan**

Name of governing body: North East Museums Strategic Board

Date of approval by governing body: 15 09 2025

Date for next review: September 2026

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## Section 1: Introduction

### 1.1: Business Continuity Management Responsibilities:

**Service Lead:** [REDACTED] Head of Finance, Governance and Resources

Tel: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

**Deputy:** [REDACTED] Head of Programmes and collections

Tel: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

### Centralised Version Control for Plans

[REDACTED], Information Governance Officer

Tel: [REDACTED]

Email: [REDACTED]

[REDACTED] is the officer responsible for the update of the Business Continuity Plan.

### 1.2: Plan Maintenance

North East Museums Service Lead is responsible for ensuring the reviewing/updating of the plan annually (minimum) or if any significant changes occur, whichever happens first.

The process of establishing and implementing Business Continuity Management within the organisation will be done through the induction process and raising awareness of the plan through regular emails to staff.

### 1.3: Monitoring:

Every venue compliance risk register includes the requirement to review and maintain its emergency plan and to be aware of the Business Continuity Plan and Counter Terrorism Plan. In addition, following any development, actions/lessons learned are logged.

The North East Museums Leadership Team will, working through the Health and Safety Working Group, ensure validation exercises will take place at least twice a year at all year-round opening venues, and at least once a year in seasonal venues. This will ensure plans are being progressed, reviewed and maintained correctly. This will include planned and unplanned exercises.

#### 1.4: Distribution List:

| Copy Number | Job Title   | Name                     | Location             |
|-------------|---|--------------------------|----------------------|
| 001         | Director (Senior Manager)                                   | ██████████               | Discovery            |
| 002         | Head of Finance, Governance, Resources (Senior Manager)     | ██████████               | Discovery            |
| 003         | Head of Programmes and Collections (Senior Manager)         | ██████████               | Discovery            |
| 004         | Manager Discovery and Archives (Building Manager)           | ██████████<br>██████████ | Discovery            |
| 005         | Manager Art Galleries (Building Manager)                    | ██████████               | Laing Art Gallery    |
| 006         | Manager GNM (Building Manager)                              | ██████████               | GNM: Hancock         |
| 007         | Manager North and South Tyneside Museums (Building Manager) | ██████████               | Segedunum Roman Fort |
| 008         | Manager Northumberland Museums (Building Manager)           | ██████████               | Woodhorn Museum      |
| 008         | Communication & Development Manager                         | ██████████               | Discovery            |
| 009         | Commercial Manager (North East Museums Enterprises)         | ██████████               | Discovery            |
| 010         | Learning and Engagement Manager                             | ██████████               | Discovery            |
| 011         | Finance and Accounting Manager                              | ██████████               | Discovery            |
| 012         | HR Business Partner   | ██████████               | Discovery            |

**A hard copy of the plan should be kept off site by all staff on the Distribution List, and within each venue.**

## 1.5: Aims and Objectives of the Plan

The aim of this plan is to enable North East Museums to minimise the effects of service disruption in order to maintain Business Continuity.

A '**business interruption**' is defined as any unwanted incident which threatens staff, buildings or the operational procedures of the organisation and which requires the activation of the Business Continuity Plan to restore normal service.

For the purpose of this plan the following scales of interruption have been determined:

- The term "**minor business interruption**" is defined as a business interruption where no additional resources are required and is managed by the building manager.
- The term "**moderate business interruption**" is defined as a business interruption affecting one or more operations, where management of the response is managed by the building manager and relevant senior manager
- The term "**major business interruption**" is defined as a business interruption that requires the Director and North East Museums Leadership Team to respond.

If it is not possible for the appropriate Building Manager to deal with the business interruption, or if the interruption escalates, then this must be escalated to a Senior Manager.

In the event of a disruption the Business Continuity Comms Plan will be implemented to ensure that any damage to the reputation of the service is minimised.

Throughout a business interruption period a business interruption log should be completed (attachment 1 'Log of Incident'). At the end of the interruption period the log should be passed to the Head of Finance, Governance and Resources for reference, discussion and possible action, including lessons learned relevant to other services within the organisation.

## 1.6: Notification of a business interruption

Notification of a business interruption may originate from any source although it is envisaged that it will come from venue staff during opening hours, local councils or the university or from one of the emergency services during unoccupied periods.

The venue specific Emergency Plans set out the activation process to be followed in the event of a business interruption. Detailed information is available within the plan including contact information for essential services. Venue specific Emergency Plans also include a call out tree for staff and emergency services. Each venue has an



|                      |   |   |
|----------------------|---|---|
| Newcastle            | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>                   |
| North Tyneside       | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> |
| South Tyneside       | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>   | <p>[REDACTED]</p> <p>[REDACTED]</p>                                     |
| Gateshead            | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> |
| Northumberland       | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> |
| Newcastle University | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>                   | <p>[REDACTED]</p> <p>[REDACTED]</p>                                     |

## Section 2: Business Impact Analysis

Our mission is to welcome and connect people to the past, present and future of the North East through stories, shared spaces and experiences.

### ***We will help people understand and act on local and global challenges:***

- **Equality** – we will provide a warm welcome to everyone, break down barriers caused by inequality and discrimination and share diverse stories.
- **Wellbeing** – we will use our spaces and services to support people’s physical and mental health.
- **Social mobility** – we will deliver learning experiences, volunteering opportunities and pathways for personal development for people of all ages and backgrounds.
- **Climate** – we will raise awareness about the environment and encourage people to act for a sustainable future.
- **Place** – we will celebrate North East England, inspire local pride and use our resources to support research, innovation and economic regeneration.

North East Museums’ Risk Management Framework outlines the overarching approach of North East Museums to risk management. The Framework ensures that risk management continues to be recognised as an integral part of good management practice. Monitoring of actions required to manage risks is a continuous process which enables North East Museums to operate effectively.

Using its Risk Management Framework North East Museums has assessed that the most significant interruption events that could have a Business Continuity impact are:

- **Denial of access to a Museum, Archive or Gallery:**
  - Loss of utilities
  - Fire or Flood / Structural damage /Terrorism or violent incident
  - Pandemic enforcing closure of buildings
- **Loss of buildings/collections**
- **Unavailability of staff**
  - Adverse weather conditions / Industrial action
  - Unplanned absence of key staff
- **Loss of ICT systems**
  - Service Failure
  - Cyber Attack

## Section 3: Critical Risk Analysis and Recovery Process

The following section summarises the potential impact on the organisation of each of these events over set periods of time and the actions required to mitigate those impacts to ensure that damage limitation is kept to a minimum. Each column highlights additional impacts and should be read sequentially.

## Critical Risk Analysis and Recovery Process

### Denial of access to a Museum, Archive or Gallery

| Loss of Utilities                | First 24 hours  | 1–2 days   | Up to one week   | One week plus  |
|----------------------------------|---|--|--|--|
| Potential impact on organisation | <ul style="list-style-type: none"> <li>• Security of building – loss of alarm systems</li> <li>• Security of collections/loan exhibits</li> <li>• Damage to collections /exhibits</li> <li>• Loss of income generation opportunities:               <ul style="list-style-type: none"> <li>○ Café/venue hire</li> <li>○ Shops</li> <li>○ Donations</li> </ul> </li> <li>• Impact of franchise café holders</li> <li>• Loss of income</li> <li>• Cancellation of pre-booked visits</li> <li>• Cancellation of corporate events</li> <li>• Cancellation of school visits</li> <li>• Loss of perishables possible issue (cafes)</li> <li>• Impact on tenants (where applicable)</li> <li>• Impact on animals (South Shields)</li> <li>• Impact on staff wellbeing</li> </ul> | As 24hrs – plus: <ul style="list-style-type: none"> <li>• Environmental systems failure</li> <li>• Critical Maintenance areas</li> <li>• Inability to access management systems (invoice payments)</li> <li>• Inability to access collections for research, programme development etc</li> </ul> | As 1–2 days – plus: <ul style="list-style-type: none"> <li>• Cancellation of events/bookings</li> <li>• Reputational damage</li> </ul> | Up to one week – plus: <ul style="list-style-type: none"> <li>• Cancellation of future events</li> <li>• Impact on service providers/deliveries</li> <li>• Impact on existing contracts e.g. Café</li> </ul> |

|                                     |  |  |   |   |
|-------------------------------------|--|--|---|---|
| <p>Action required for recovery</p> | <ul style="list-style-type: none"> <li>• Secure building</li> <li>• Activate Business Continuity Comms Plan</li> <li>• Disseminate accurate emergency information to: <ul style="list-style-type: none"> <li>o Visitors</li> <li>o Staff</li> <li>o Volunteers</li> <li>o Catering providers</li> <li>o Pre-booked ticket holders</li> <li>o Event organisers</li> <li>o Schools</li> <li>o Exhibit lenders</li> <li>o Board Stakeholders</li> <li>o Tenants</li> </ul> </li> <li>• Consider offering alternative venues or alternative delivery mechanisms for events and school bookings (if available)</li> <li>• Ensure staff impacted have appropriate support</li> </ul> | <p>As 24hrs – plus:</p> <ul style="list-style-type: none"> <li>• Up to date information given to: <ul style="list-style-type: none"> <li>o LAs</li> <li>o University</li> <li>o Regiment</li> <li>o Stakeholders</li> <li>o Schools</li> <li>o Staff</li> <li>o Volunteers</li> </ul> </li> <li>• Event organisers</li> <li>• Catering company</li> <li>• Tenants</li> <li>• Consider issuing Media Statement</li> <li>• Prepare for salvage operations if needed</li> <li>• Contact Emergency Services re security of building</li> <li>• Consider Moving animals to safer environment if necessary and where possible</li> </ul> | <p>As 1–2 days – plus:</p> <ul style="list-style-type: none"> <li>• Offer other venues (where possible) for use to: school/corporate visits/events</li> <li>• Critical staff relocated to other venues or working from home (where possible)</li> <li>• Consider distribution of equipment for home working where not already provided</li> <li>• Consider phone redirection</li> </ul> | <p>Up to one week – plus:</p> <ul style="list-style-type: none"> <li>• Alternative venues or delivery mechanisms made available for specific events/bookings</li> <li>• Relocation of affected staff</li> <li>• Liaise with other organisations regarding security</li> <li>• Recovery team to assess situation and manage the recovery operation in an organised and effective manner</li> <li>• Consider longer term implication for all staff</li> <li>• Identify service providers/deliveries</li> <li>• Review existing contracts e.g. Café</li> <li>• Create a specific risk register to manage the risks associated with a longer closure / denial of access</li> <li>• Consider Post redirection</li> </ul> |
|-------------------------------------|--|--|---|---|

| <b>Fire or Flood, Structural Damage, Terrorism or violent incident</b> | First 24 hours  | 1 – 2 days  | Up to one week   | One week plus   |
|--|---|---|--|---|
| Potential impact on organisation                                       | <ul style="list-style-type: none"> <li>• Partial or complete closure of building</li> <li>• Loss of life or hostage situation</li> <li>• Loss of, or damage to collections</li> <li>• Structural/smoke/ water damage</li> <li>• Local and social media coverage</li> <li>• Impact on staff wellbeing</li> </ul>   | <p>As 24hrs – plus:</p> <ul style="list-style-type: none"> <li>• National media coverage</li> <li>• Cancellation of corporate events</li> <li>• Cancellation of school visits</li> <li>• Identify service providers/deliveries</li> </ul> | <p>As 1–2 days – plus:</p> <ul style="list-style-type: none"> <li>• Reputational damage</li> <li>• Monetary loss</li> </ul>  | <p>Up to one week – plus</p> <ul style="list-style-type: none"> <li>• Impact on service providers/deliveries</li> <li>• Impact on existing contracts e.g. Café</li> </ul>   |
| Action required for recovery   | <ul style="list-style-type: none"> <li>• Evacuate and secure the building</li> <li>• Activate Emergency Plan</li> <li>• If needed contact Emergency Services</li> <li>• Rescue live animals</li> <li>• Activate Business Continuity Comms Plan</li> <li>• Management of social media</li> <li>• Contact Insurance assessors</li> <li>• Recovery team to assess situation and manage the recovery operation in an organised and effective manner</li> <li>• Liaise with property services</li> <li>• Carry out a structural analysis</li> <li>• Check asbestos survey</li> <li>• Ensure staff impacted have appropriate support</li> </ul> | <p>As 24hrs – plus:</p> <ul style="list-style-type: none"> <li>• Offer other venues for use to schools/corporate bookings</li> <li>• Liaise with other organisations regarding security and emergency support</li> </ul>                  | <p>As 1–2 days – plus:</p> <ul style="list-style-type: none"> <li>• Critical staff relocated to other venues or working from home</li> <li>• ‘Plan’ to reinstate damaged area once repaired</li> </ul> | <p>Up to one week – plus</p> <ul style="list-style-type: none"> <li>• Alternative venues made available for specific events/bookings</li> <li>• Consider relocation of affected staff</li> <li>• Liaise with other organisations regarding security and emergency support</li> <li>• Identify service providers/deliveries</li> <li>• Review existing contracts e.g. Café</li> <li>• Create a specific risk register to manage the risks associated with a longer closure / denial of access</li> </ul> |

|   |   |
|---|---|
| <p><b>Pandemic enforcing closure of buildings</b></p> | <p><b>Assumptions for timescales:</b></p> <p>1 - At least 24 hours' notice will be given for requirement to close venues.<br/>(If not, follow actions for '<b>Denial of access to a Museum, Archive or Gallery</b>')</p> <p>2 – Venues will be required to close for a minimum of 1 week</p>  |
| <p>Potential impact on organisation</p>               | <ul style="list-style-type: none"> <li>• Security of building – loss of alarm systems</li> <li>• Impact on staff working</li> <li>• Security of collections/loan exhibits</li> <li>• Damage to collections /exhibits <ul style="list-style-type: none"> <li>• Loss of income generation opportunities: <ul style="list-style-type: none"> <li>o Café/venue hire</li> <li>o Shops</li> <li>o Donations</li> </ul> </li> </ul> </li> <li>• Impact on catering / simulator providers</li> <li>• Loss of income</li> <li>• Cancellation of pre-booked tickets</li> <li>• Cancellation of events</li> <li>• Cancellation of school visits</li> <li>• Loss of perishables possible issue</li> <li>• Impact on tenants (where applicable) <ul style="list-style-type: none"> <li>• Impact on animals (South Shields)</li> <li>• Environmental systems failure</li> <li>• Critical Maintenance areas</li> <li>• Reputational damage</li> <li>• Impact on staff wellbeing</li> </ul> </li> </ul> |

|                               |   |
|-------------------------------|---|
| Action required for recovery: | <ul style="list-style-type: none"><li>• Secure buildings</li><li>• Contact Emergency Services regarding security of building</li><li>• Refer to 'Corporate Infectious illnesses RA' for actions to take regarding PPE, cleaning and hygiene</li><li>• Critical staff relocated to other venues or working from home (where possible)</li><li>• Consider distribution of equipment for home working where not already provided</li><li>• Consider phone redirection</li><li>• Disseminate accurate information to:<ul style="list-style-type: none"><li>○ Visitors</li><li>○ Staff</li><li>○ Volunteers</li><li>○ Catering / simulator providers</li><li>○ Event organisers</li><li>○ Exhibit lenders</li></ul></li><li>• Board Stakeholders</li><li>• LAs / University<ul style="list-style-type: none"><li>○ Regiment</li><li>○ Stakeholders</li><li>○ Schools</li><li>○ Tenants</li></ul></li><li>• Consider issuing Media Statement</li><li>• Create a specific risk register to manage the risks associated with a longer closure / denial of access</li><li>• Ensure staff impacted have appropriate support</li></ul> |
|-------------------------------|---|

### Loss of Buildings and or Collections

| Damage or Theft                  | First 24 hours   | 1 – 2 days  | Up to one week   | One week plus  |
|----------------------------------|--|---|--|--|
| Potential impact on organisation | <ul style="list-style-type: none"> <li>Closure or part closure</li> <li>Loss of access to specific area (crime scene)</li> <li>Local media / social media coverage</li> <li>Impact on staff wellbeing</li> </ul>   | As 24hrs – plus: <ul style="list-style-type: none"> <li>National/International media coverage</li> <li>Social media (facebook, twitter)</li> <li>Reputational damage</li> <li>Monetary loss</li> </ul>                      | As 1–2 days – plus: <ul style="list-style-type: none"> <li>Lenders reluctant to lend exhibits to venues</li> <li>Lenders demand return of current loans</li> </ul> | Up to one week – plus: <ul style="list-style-type: none"> <li>Insurance premiums increase</li> <li>North East Museums' ability to borrow objects going forward</li> </ul>                              |
| Action required for recovery:    | <ul style="list-style-type: none"> <li>Secure the area/gallery</li> <li>Contact:               <ul style="list-style-type: none"> <li>Police</li> <li>Loan lender</li> <li>Insurance company</li> </ul> </li> <li>Activate Business Continuity Comms Plan</li> <li>Ensure staff impacted have appropriate support</li> </ul> | As 24hrs – plus: <ul style="list-style-type: none"> <li>Review security procedures and consult with police</li> <li>Identify &amp; mitigate exposure to adverse publicity through Business Continuity Comms Plan</li> </ul> | As 1–2 days – plus: <ul style="list-style-type: none"> <li>All staff made aware of revised security procedures</li> </ul>  | Up to one week – plus: <ul style="list-style-type: none"> <li>Reviewed security procedures in place</li> <li>Consult with national security advisers</li> <li>Consult with Insurers/brokers</li> </ul> |

### Unavailability of staff

| Adverse weather conditions/ Industrial action | First 24 hours  | 1 – 2 days  | Up to one week | One week plus   |
|---|---|---|----------------|---|
| Potential impact on organisation              | <ul style="list-style-type: none"> <li>Loss of critical services</li> <li>Partial/complete closure of building</li> <li>Cancellation of events/bookings</li> <li>Impact on staff wellbeing</li> </ul> | As 24 hrs – plus: <ul style="list-style-type: none"> <li>Adverse local, national and social media coverage</li> <li>Reputational damage</li> <li>Monetary loss</li> </ul> | As 1–2 days    | Up to one week – plus: <ul style="list-style-type: none"> <li>Impact on existing contracts e.g. Café</li> </ul> |

|                               |  |   |   |   |
|-------------------------------|--|---|---|---|
| Action required for recovery: | <ul style="list-style-type: none"> <li>Assess and mobilise resources available</li> <li>Assess which venues could be opened</li> <li>Redeploy staff across venues</li> <li>Activate Business Continuity Comms Plan</li> <li>Liaise with NCC OD</li> <li>Consider implementing alternative staffing arrangements e.g. through agencies</li> <li>Ensure staff impacted have appropriate support</li> </ul> | <p>As 24hrs – plus</p> <ul style="list-style-type: none"> <li>Offer other venues for use to: school/corporate visits/events</li> <li>Discuss with NCC HR possible sources of alternative staff</li> <li>Use of NGCV and agency staff</li> </ul> | <p>As 1–2 days – plus:</p> <ul style="list-style-type: none"> <li>Relocation of affected staff</li> </ul> | <p>Up to one week – plus:</p> <ul style="list-style-type: none"> <li>Review existing contracts e.g. Café</li> <li>Create a specific risk register to manage the risks associated with a longer unavailability of staff</li> </ul> |
|-------------------------------|--|---|---|---|

|  |  |            |                |   |
|--|--|------------|----------------|---|
| <b>Unplanned absence of key staff – e.g. Leadership Team members</b> | First 24 hours   | 1 – 2 days | Up to one week | One week plus   |
| Potential impact on organisation                                     | <ul style="list-style-type: none"> <li>Impact on key decision making / sign off of key documentation</li> <li>Impact on team management.</li> <li>Impact on staff wellbeing</li> </ul> | As 24 hrs: | As 1–2 days:   | <ul style="list-style-type: none"> <li>As up to one week</li> </ul> |

|                               |   |          |             |   |
|-------------------------------|---|----------|-------------|---|
| Action required for recovery: | <ul style="list-style-type: none"> <li>Escalate to appropriate Senior Management Team member for decision(s). If all members of Senior Management team are unavailable, contact lead authority / relevant local authority / university lead, as listed in 'key contact' list</li> <li>Ensure staff impacted have appropriate support. Liaise with direct reports of staff member unavailable if required</li> </ul> | As 24hrs | As 1–2 days | <ul style="list-style-type: none"> <li>Up to one week – plus:</li> <li>Consider back-fill</li> <li>Consider creating a specific risk register to manage the risks associated with a longer unavailability of staff</li> </ul> |
|-------------------------------|---|----------|-------------|---|

### Loss of ICT systems

| Service Failure                  | First 24 hours  | 1 – 2 days  | Up to one week  | One week plus   |
|----------------------------------|---|---|---|---|
| Potential impact on organisation | <ul style="list-style-type: none"> <li>Loss of access to critical ICT systems:</li> </ul>   | As 24hrs – plus: <ul style="list-style-type: none"> <li>Set up temporary alternative processes or arrangements</li> </ul>   | As 1–2 days   | As 1–2 days   |
| Action required for recovery:    | North East Museums operates on Newcastle CC's Wan (wide area network) which is load balanced. Back up systems are in place through partnership working between Newcastle CC and Sunderland CC <ul style="list-style-type: none"> <li>Contact ICT</li> <li>Send comms to staff affected if issue is significant (if email available). If email not available make phone calls</li> </ul> | As 24hrs – plus: <ul style="list-style-type: none"> <li>If Server failure resulting in replacement parts being needed – should be repaired within 2-3 days</li> </ul> | As 1–2 days – plus: <ul style="list-style-type: none"> <li>Relocate key financial staff to locations where access to key systems is available</li> <li>Notify suppliers of delays in payments</li> </ul> Identify and mitigate exposure to adverse publicity through Business Continuity Comms Plan | Up to one week – plus <ul style="list-style-type: none"> <li>Set up systems to prepare for staff relocation on a longer term basis</li> </ul> |

| <b>Cyber Attack</b>              | First 24 hours  | 1 – 2 days  | Up to one week  | One week plus  |
|----------------------------------|---|---|---|--|
| Potential impact on organisation | <ul style="list-style-type: none"> <li>• Loss of access critical systems:</li> <li>• Theft of data:</li> <li>• Ransom demand</li> <li>• Impact on staff wellbeing</li> <li>• Possible reputational damage</li> </ul>  | As 24hrs – plus:  | As 1–2 days   | As 1–2 days  |
| Action required for recovery:    | <ul style="list-style-type: none"> <li>• Contact ICT</li> <li>• Contact Data Protection Officer</li> <li>• Contact Police</li> <li>• Send comms to staff affected by loss of systems (if email available). If email not available make phone calls</li> <li>• Gather information / investigate implications</li> <li>• Ensure staff impacted have appropriate support</li> <li>• Work with website developer (if website affected)</li> </ul> | As 24hrs - plus <ul style="list-style-type: none"> <li>• Set up short term alternative processes or arrangements</li> </ul> | As 1–2 days, plus: <ul style="list-style-type: none"> <li>• Contacting any staff or customers affected by loss of personal data</li> <li>• Consider releasing press statement</li> <li>• Contact ICO (within 72 hours)</li> </ul> | Up to one week – plus: <ul style="list-style-type: none"> <li>• Set up systems and prepare staff for longer term alternative arrangements</li> </ul> |

**Section 4: The Business Continuity Comms Plan:**

(<https://twmuseums.sharepoint.com/:w:/g/EXaA8vcgvoZCvwyFmNgxOa0BH4WBP3H067j1v5ro8fQQ2w?e=EWbfRI>)

The Business Continuity Comms Plan highlights the process to be followed when communicating a business disruption to visitors, staff, catering providers, event organisers, exhibit lenders, stakeholders and the media.

**Section 5: Critical Documentation & Data**

| Documentation Type                   | ICT System                    | Storage Arrangements (on/off-site)                             | Backup arrangements                                | Business Contact details (email, phone) |
|--------------------------------------|-------------------------------|--|--|---|
| Archive Collections Information      | CALM                          | Stored on North East Museums internal server                   | Newcastle City Council have backup system in place | [REDACTED]                              |
| Collections Information              | KE EMu                        | Stored on North East Museums internal server                   | Newcastle City Council have backup system in place | [REDACTED]                              |
| Personnel files                      | CIVICA                        | Stored on NCC internal server                                  | Newcastle City Council have backup system in place | [REDACTED]                              |
| Emergency Plans – venue specific     | North East Museums Sharepoint | Hard Copies stored offsite.<br>Electronic copies stored on 365 | Newcastle City Council have backup system in place | [REDACTED]                              |
| Business Continuity Plan             | North East Museums Sharepoint | Hard Copies stored offsite.<br>Electronic copies stored on 365 | Newcastle City Council have backup system in place | [REDACTED]                              |
| Stock control and payment processing | Lightspeed                    | Stored in cloud  | Back up arrangements by Lightspeed                 | [REDACTED]                              |

|                                  |                 |   |  |            |
|----------------------------------|-----------------|---|--|------------|
| Accounting software              | XERO            | Stored in cloud   | Back up arrangements by Xero                       | [REDACTED] |
| Customer Relationship Management | NXT             | Stored in cloud   | Back up arrangements by Blackbaud provider         | [REDACTED] |
| Roster management and Timesheets | Staff Savvy     | Stored in cloud   | Back up arrangements by staff savvy                | [REDACTED] |
| Office 365                       | Office 365      | Managed by Newcastle City Council on behalf of North East Museums | Newcastle City Council have backup system in place | [REDACTED] |
| NEM Website                      | Bespoke Website | CMS - stored in cloud   | Back up arrangements by Page Play Ltd              | [REDACTED] |

**Section 6: Service Interruption Response Checklist:** In the event of an incident the following process should be applied.

|   |
|---|
| Convene Venue Management  |
| Decide on course of action  |
| Identify damage caused for example: <ul style="list-style-type: none"><li>• Structural</li><li>• Water</li><li>• Fire/Smoke</li></ul>   |
| Identify functions disrupted/bookings to be cancelled, relocated or postponed   |
| Determine level of security needed for: <ul style="list-style-type: none"><li>• Building</li><li>• Staff</li><li>• Visitors</li><li>• Collections</li></ul>   |
| Provide information to staff: <ul style="list-style-type: none"><li>• May need practical help - no access to building could mean staff cannot get their personal items (keys, money, phone)</li></ul> |
| Provide information to visitors, contractors, caterers on site  |
| Implement Business Continuity Comms Plan  |
| Complete Incident Report (see Attachment 1)   |

Arrange a debrief

Review Business Continuity Plan

### Attachment 1: Incident Report

|  |             |                                 |              |
|--|-------------|---------------------------------|--------------|
| <b>Incident Name</b>   |             |                                 |              |
| <b>Contact details of person completing Report)</b>                                      | <b>Name</b> | <b>Tel No</b>                   | <b>Email</b> |
| <b>Leadership Member representative (if different to above)</b>                          |             |                                 |              |
| <b>Partner involvement</b>   |             |                                 |              |
| <b>Incident Start Date / Time</b>  |             | <b>Incident End Date / Time</b> |              |
| <b>Incident notified by</b><br>(inc name, job title, contact details)                    |             |                                 |              |
| <b>Services affected / involved</b>  |             |                                 |              |
| <b>Location(s) affected</b>  |             |                                 |              |
| <b>Incident synopsis</b>   |             |                                 |              |
| <b>KEY ISSUES</b>  |             |                                 |              |
| <b>PEOPLE:</b><br>Information about people involve names, but how many, age, gender etc) |             |                                 |              |
| <b>PROPERTY:</b><br>Give details if property affected                                    |             |                                 |              |
| <b>IT:</b><br>Give details if IT affected  |             |                                 |              |
| <b>ENVIRONMENTAL:</b><br>Give details if environmental issues involved                   |             |                                 |              |
| <b>RESOURCES:</b><br>Resources deployed? Estimate cost of incident                       |             |                                 |              |
| <b>BUSINESS IMPACT:</b><br>Give details of any internal BC issues                        |             |                                 |              |

|   |  |
|---|--|
| <b>COMMUNICATIONS/MEDIA INVOLVEMENT:</b><br>Details         |  |
| <b>DEBRIEF:</b><br>Outcomes (Positive / Negatives)          |  |
| <b>ACTIONS:</b><br>Please complete the separate action plan |  |

