

BELGRAVE NEIGHBOURHOOD CO-OPERATIVE HOUSING ASSOCIATION DISASTER RECOVERY POLICY

Aims of the disaster recovery policy

The following are aims of the disaster recovery policy:

- To ensure that the co-op and its service provider takes effective steps to back up data necessary for the ongoing management of the co-op in the event of major disasters
- To ensure that the co-op has contingency plans to be able to continue operations in the event of major disaster
- To ensure that knowledge of co-op essential systems is vested across several individuals.

Delegated Authority

- 1 The Management Committee is responsible for its disaster recovery policy, but implementation of the policy is delegated to the Chief Executive Officer who will ensure operational, business and officer continuity.
- 2 The Chief Executive Officer will also ensure that appropriate committee members are informed about disasters occurring and steps being taken to address them. The Chief Executive Officer will also facilitate governance continuity in the event of the chair and/or other key officers being unavailable.

Systems back up

- 3 The co-op keeps all digital information securely held on a cloud-based platform which is periodically backed up.
- 4 All tenant and property files will be duplicated in an electronic form and backed up as above to ensure that in the event of paper files being destroyed the records of tenants and properties are not lost.
- 5 The Data Protection Officer will ensure that retention of data complies with the Data Protection and Confidentiality Policy.

- 6 The Chief Executive Officer will ensure that all data stored on behalf of the co-op will be transferred periodically to a secure facility owned by the co-op to ensure business continuity in the event that the contract with the service provider terminates.

Risk of flood, loss of electric power and fire

- 7 In the event of not being able to use the co-op office, the telephone line is divertible to a landline or staff mobiles and the Chief Executive Officer would undertake this action.
- 8 The senior staff team will discuss options to ensure continuity of service provision, which may include relocating the office on a temporary or permanent basis or enabling different methods of working.
- 9 Where appropriate, the Chief Executive Officer will contact the co-op's insurer to trigger an insurance claim and business continuity cover.
- 10 In consultation with the Chair, the Chief Executive Officer will communicate with all members notifying them about the problem that has occurred and changes to office functions.
- 11 All contractors will be notified of short-term changes to office operations.

Loss of personnel

- 12 The Chief Executive Officer will ensure that other members of the senior staff team have sufficient knowledge of the co-ops systems to know what systems would need to be re-established in the event of major disaster and the Chief Executive Officer not being available.
- 13 In the event of a disaster and the chair or other key committee members being unavailable, the Chief Executive Officer will ensure that other committee members are enabled to maintain effective governance of the co-op.
- 14 The Chief Executive Officer will ensure that more than one member of staff have sufficient knowledge of the co-op's systems to enable operational continuity in the event of disaster. The Chief Executive

Officer will also ensure that they have sufficient knowledge of co-op systems and policies to enable them to support co-op staff re-establish systems in the event of disaster.

- 15 The co-op will ensure that co-op staff have contact details for external organisations such as the Confederation of Co-operative Housing that could provide advice and support to the co-op in the event of major disaster and key staff members not being available.

Potential risks to be avoided

- Disasters occur and the co-op is not able to access key data or records
- Disasters occur – key personnel are not available resulting in a lack of knowledge in the co-op about how systems and policies should operate