

PROTECT – FOR CORNWALL
COUNCIL USE ONLY



Business Continuity Plan Template June 2017 Version 4.0

(Name of critical service/team/
process)

Location(s): Various - Maritime Services

Date: 24 October 2017

Directorate: Neighbourhoods

Service: Environment

Plan owner: A Brigden

Version Control and plan updates

Date plan last updated	Details about Exercise/Activation/Revision	Updated by whom
Updated Template June 2017		
24 October 2017	Business Continuity Plan to follow new template format	A Brigden

Prepared by: **Andy Brigden**

Job Title: Maritime Manager

Service Name: Maritime

Date 24 October 2017

If you would like this information in another format please contact:

Cornwall Council

Emergency Management

Service Headquarters,

Boswithian Rd,

Tolvaddon,

Camborne,

Cornwall. TR14 0EQ

Telephone: **0300 1234 100**

Email: emergencymanagment@cornwall.gov.uk

[**www.cornwall.gov.uk**](http://www.cornwall.gov.uk)

AIM

The aim of this plan is to maintain, wherever possible, the provision of Maritime Services to ensure the continued safety and regulation of navigation for all stakeholders within the ports and harbours administered by the Council.

SCOPE

This plan only covers the critical aspects of the Maritime Service. There are other existing plans which will need to be invoked in the case of a maritime emergency (including fire, explosion, grounding etc.), oil spill, port security issue, wreck removal and marine safety management system.

PLAN ACTIVATION TRIGGERS

This plan will be activated when:

- There is a significant loss of staff
- There has been severe damage to the Harbour Office in Truro or Penzance
- Key staff such as the Maritime Manager/Harbour Masters/Senior Maritime Assistants (Business Management) are not available for prolonged periods of time.
- There is a major IT or power failure
- There is a significant loss of staff due to sickness i.e. flu epidemic
- There is a major disruption of service caused by weather, terrorism acts or emergency at Truro or Penzance

INVOCATION OF THE PLAN

The Maritime Manager, Harbour Masters and Senior Maritime Assistants (Business Management) are authorised to invoke this plan. If they are not available then this would pass to the Head of Natural Environment Service. If the Head of Natural Environment Service is not available then this would require the Directorate Leadership Team to delegate this responsibility.

EMERGENCY CASCADE

Maritime Manager	01872 272130	or	07790 050554
Harbour Master Bude	01288 352204	or	07816 077755
Harbour Master Newquay	01637 872809	or	07805 853840
Harbour Master St Ives			
Harbour Master Penzance	01736 366113	or	07967 240660
Pier Master POW Pier	01326 314189	or	07896 430971
Harbour Master Truro & Penryn	01872 272130	or	07792 262711
Senior Maritime Assistants (Business Management)	01872 272130		
Head of Natural Environment	01209 614387	or	07831 731944
Service Director (Environment)	01872 326932	or	07528 983341
Maritime and Coastguard Agency	01326 310811		

Staff is to assemble at their various offices unless they have been severely damaged and if this is the case staff must remain at home until directed where to go.

Should this Business Continuity Plan be invoked then the Maritime and Coastguard Agency and Department for Transport will be informed, notices will be promulgated at affected locations and stakeholders informed through the Stakeholder Groups. Depending upon which harbour is affected then other stakeholders will be contacted such as pilots, shipping agents, ship-owners, cargo handlers, Environment Agency etc.

The Communications Team at NCH will also be informed and a Harbours Masters Notice/ Notice to Mariners issued if required.

INCIDENT MANAGEMENT

An incident can take place at any of the locations in Bude, Newquay, Portreath, St Ives, Penzance, Prince of Wales Pier, Penryn, Truro, Portscatho or Portwrinkle.

Once the incident has been identified then the impact to the service can be quantified and better understood with redeployment of staff if necessary.

In some cases there are partnership arrangements with other harbour authorities for marine emergencies including oil pollution.

Initial actions would be:-

- Establish what the incident is and whether other services/agencies need to be informed.
- Determine the likely impact on the Maritime Service.
- Determine what the likely impact will be on the staff and where they will be able to operate from.

- Determine the priorities for the maritime Service.
- Consider any redeployment of staff.
- Consider what extra resources may be required.
- Liaise with Cornwall Council Press Office as required.

Managers will be required to feed the operational status of the service and its requirements to the Service Head and Director to ensure that this is passed onwards if there is a central team; i.e. Cornwall Silver, managing any emergency.

MEDIA

For all media enquiries callers will be referred to the Cornwall Council press office on 01872 322186.

PLAN TRAINING, TESTING & REVIEW

It is the responsibility of the Maritime Manager to ensure that staff are aware of and trained in the use of this plan. Training could take the form of a walk through of this plan, use of relevant emergency scenarios for the service and/or a live exercise. Plans should be tested annually. Business Continuity plan owners have a requirement to test the plan on an annual basis informing the Resilience and Emergency Management (REM) team that the test has occurred. Any revisions or alterations to the plan must be made and a new copy of the plan lodged with REM.

Every 3 years the REM Team will arrange to test and review the plan with the Maritime Manager.

This plan will be reviewed and updated by the plan holder post training, post exercise and post actual emergency. The plan will also be reviewed at least annually by the plan holder in consultation with the management team for this service.

DEBRIEF

Following any incident whether internal or external a formal debrief will be undertaken using the council debrief template available from Resilience and Emergency Management (REM). This form following a debrief session is to be completed and sent to REM who will present it to the Risk and Business Continuity group for discussion and any further action. This is a requirement following the Audit review of the process and is a corporate requirement.

Business Continuity Plan -

Questions to answer

Has a Business Impact Assessment been completed for the information being processed for this Service/Process No

If no, please contact the Information Governance Team to discuss whether a BIA is required.

Has a Comprehensive Impact Assessment had been carried out? No

CHANGE MANAGEMENT

All staff within the maritime Service are required to advise the Maritime Manager (A Brigden abrigden@cornwall.gov.uk) if they become aware of any changes to the information within this Business Continuity Plan and its Appendices or if there have been:-

- a. changes in personnel and service organisational structure.
- b. changes in addresses or telephone numbers
- c. changes in business strategy
- d. changes in any locations, facilities and resources
- e. changes in legislation
- f. changes in contractors, suppliers and key customers
- g. changes in processes or activities, or new or withdrawn ones
- h. changes in risk (strategic, operational or financial)
- i. examples of good practice
- j. comments and recommendations made by stakeholders, external partners and peers
- k. recommendations following an exercise or real incident

The Maritime Manager will then consider the impact on this plan, amend the plan, where necessary, and inform the IS Strategy Manager for the Directorate of the changes to both the service and the plan.

A copy of the amended plan will then be emailed to the Emergency and Business Continuity Champion for Directorate copying in emergencymanagement@cornwall.gov.uk.

NOTE

Should anyone reading this plan notice any errors, required amendments or have any suggestions for the improvement of the plan, please contact the plan owner indicated on the front of this plan

Business Continuity Plan – Maritime Service

Threat to	What are the hazards or threats that could effect your activity	How long can you manage on reduced activity	What steps do you need to take to keep activity going/recover back to normal	Who is responsible to put measures in place
Loss of Staff	<p>If there is not enough staff available then others may have to be redeployed and/or certain tasks undertaken by contractors or delayed/not carried out.</p> <p>Consideration will also be given to taking on additional Agency staff.</p>	12 months	<p>As many staff as possible should be trained in the different tasks within the Maritime Service i.e. mooring/unmooring laid up vessels/operation of the sea lock/operation of the Wet Dock Gate.</p> <p>Seasonal staff may be redeployed to other duties and will involve training.</p>	Maritime Manager
Loss of Communications/ Power	Ensure all staff have access to mobile telephones and when afloat VHF radio	1 month	<p>Transfer telephone numbers to other locations.</p> <p>Use of mobile telephones and VHF radio</p>	Maritime Manager Harbour Masters/Senior Maritime Assistants

Threat to	What are the hazards or threats that could effect your activity	How long can you manage on reduced activity	What steps do you need to take to keep activity going/recover back to normal	Who is responsible to put measures in place
	<p>The Maritime Service has some generators which could be utilised or alternatively considering hiring them for certain locations</p>	<p>1 week</p>	<p>Training required for the use of VHF radio</p>	
<p>Loss of Key Partners/suppliers /Contractors</p>	<p>Loss of contractors will have implications for the Maritime Service as certain maintenance or emergency works may have to be delayed. This will be more acute where specialist skills are required such as diving, marine civil engineering works etc. especially during times of an emergency.</p> <p>Loss of key partners such as the Maritime and Coastguard Agency, Other CC Staff, Marine Management Organisation, Natural England, Environment Agency etc. could have implications especially where permissions for certain activities are required i.e. dredging etc.</p>	<p>6 months</p>	<p>Have up to date contact details for Contractors, partners and Suppliers</p>	<p>Maritime Manager</p>

Threat to	What are the hazards or threats that could effect your activity	How long can you manage on reduced activity	What steps do you need to take to keep activity going/recover back to normal	Who is responsible to put measures in place
Loss of IT systems, applications and hardcopy data	Loss of data, ERP, ability to send out and pay invoices and ordering	1 week	Moorings information including invoicing is on a stand-alone system (Harbour Assist) backed up by three servers and can be accessed online Consider use of paper invoicing and ordering, use of RBS card, manual records, files etc.	Senior Maritime Assistant (Business Administration)
Loss of Information Assets (Owned)	Owned information assets would include the following:- Port Marine Safety Code Guide to Good Practice on Port Marine Operations Ports Good Governance Guidance Safety Management System Ports and Harbours Business Plan Maritime Strategy Emergency Plan Counter Oil Pollution Plan Port Security Plan	NA	Ensure compliance with these and maintain hard copies	

Threat to	What are the hazards or threats that could effect your activity	How long can you manage on reduced activity	What steps do you need to take to keep activity going/recover back to normal	Who is responsible to put measures in place
Loss of Information Assets (Used/Shared)	Loss of financial data or legal documents such as leases, licences, agreements, Tenancy at Will documents etc.	3 months	Ensure copies are kept including hard copies	Maritime Manager/ Senior Maritime Assistant (Business Administration)
Loss of Key Processes	The main processes involved within the Ports and Harbours are to protect and regulate navigation. In addition other services such as the issuing and maintenance of moorings, quay and pontoon berths are provided together with managing infrastructure such as the Wet Dock Gates in Penzance and other piers, quays, jetties and slipways	1 month	Ensure that timely maintenance and replacement is carried out on all infrastructure and equipment	Maritime Manager

Threat to	What are the hazards or threats that could effect your activity	How long can you manage on reduced activity	What steps do you need to take to keep activity going/recover back to normal	Who is responsible to put measures in place
Loss of Resources	Loss of staff due to major maritime emergency such as oil spill clear up, salvage, wreck removal, gate failure etc.	2 weeks	<p>Consider use of contractors/agency staff and/or re-deploy other staff, including seasonal members of the Maritime Service</p> <p>Ensure Tier 2 Oil Spill Response maintained</p> <p>Ensure that enough resources are kept and maintained i.e. boats, vehicles, trailers, counter oil pollution equipment and security safe</p>	Maritime Manager/ Harbour Master
Loss of Premises	Loss of premises for staff to work in, meeting customers and holding records and other information	1 week	Consider sharing premises, hire of temporary buildings	Maritime Manager

Threat to	What are the hazards or threats that could effect your activity	How long can you manage on reduced activity	What steps do you need to take to keep activity going/recover back to normal	Who is responsible to put measures in place
Loss of Income	Certain business failures could sustain financial loss i.e. failure to operate Wet Dock Gate in Penzance could have severe effects on the operation of the isles of Scilly Steamship Company, failure to provide berth at Lighterage Quay, Truro or failure of any other maritime structure	1 month	Ensure structures and assets are well managed and maintained	Maritime Manager/ Harbour Master
Do you affect another Council service?	The Maritime Service works very closely with other Council services such as Property Services and they would need to know how to contact us	3 months	Ensure contact details are kept up to date on ERP, Intranet etc.	Maritime Manager

Emergency Contacts list

Name	Organisation and Address	Contact Numbers	Email Address
IS Helpdesk	Cornwall Council Information Services	01872 323202	
HR Helpdesk	Cornwall Council Human Resources	01872 323500	

Example - Business Continuity Meeting Agenda

No.	Action	Comments
1.	Nominate a chairperson. Ensure the meeting is Minuted. Confirm attendees.	
2.	Overall situation report, including nature and extent of the incident and summary of key events since the last meeting.	
3.	<p>Assess impact on the service. Consult your Business Continuity Plan and take into account:</p> <ul style="list-style-type: none"> • Accommodation - Access to your normal working premises? • Suppliers/Contractors - Are key suppliers, contractors, partners affected by the emergency? • Customers – Do you need to inform customers as soon as possible? How best to do this – corporate communications/individually if single service issue? • Internal services – Key internal services affected? • Staff - Are staff affected? Agree which staff are required immediately or their capacity to be available? What are you going to do with the staff not immediately required? Ensure all staff are contactable and verify contact numbers. • Resources - What resources are required and what resources are available? E.g. Specialist equipment, stocks, PPE • IT – Are all the systems we require available? • Work - What was everyone working on last? What are the current priorities? What are we able to do? What additionally do we require? • Telephony – has this been affected? Any impact? • Communication – who needs to be contacted and advised of the current situation? 	
4.	Review past and decide future actions/priorities.	
5.	Any other business	
6.	<p>Chairperson to:</p> <ul style="list-style-type: none"> - Summarize key points - Re-affirm priorities/actions - Decide if and when next meeting is required. 	