WARWICKSHIRE PENSION FUND (WPF)

Business Continuity Plan (BCP) (Draft January 2022)

Introduction

This is the Business Continuity Plan (BCP) for the Warwickshire Pension Fund (WPF) Fund Investment and Administration teams.

In the event of an incident which interferes with the WPFs ability to conduct business from its offices, this plan will be implemented and followed by the teams.

The objective of the plan is to ensure that the WPF is to coordinate recovery of critical business functions in managing and supporting the business recovery in the event of a disruption or disaster.

The business continuity plan is to be read in conjunction with the Pension Fund's Cyber Policy and Fraud Strategy.

The business continuity plan will be used in conjunction with the County Council's and Finance Service's business continuity plans.

What is the purpose of the plan?

The purpose of the plan and its complimentary policies is to ensure that the Fund has a documented and functional set of procedures which incorporate the business and ICT services to enable the reinstatement of the services as quickly as possible.

The objective of the plan is to coordinate the recovery of critical business functions in manging and supporting business recovery in the event of disruption to that service.

The ultimate purpose is to ensure that Fund beneficiaries receive the payment of their benefits.

What is an 'incident'

An incident is any urgent situation that is deemed to be serious enough to cause significant harm to critical systems or services which cannot be managed sufficiently or quickly enough through normal management approaches. This can include: fire, floods, earthquakes, terrorism, explosions, pandemics, shock disruptions to ICT systems, and other natural or manmade disasters. An incident can also be the disruption of an external service eg banking provision.

Why do we need a BCP?

In the event of an incident the WPF needs to ensure it can restore Business As Usual (BAU) for both the investment and administration teams as quickly as possible.

With a greater reliance on the internet enabling employers and partners to provide information electronically / online, it is critical that services are up and running as quickly as possible.

It is crucial that the BCP and the County Council's disaster recovery plans are tested regularly.

Activating the BCP

Both Pension Fund Teams teams should produce a schedule of critical processes and RAG rate the processes in terms of how critical they are and how quickly they would need to be fixed or replaced by alternative arrangements should they fail.

The plan can be invoked depending on the type of incident and may be invoked in part or in full.

The Crisis Management Team.

The Pension Fund will have a Crisis Management Team comprised of the following officers:

Permanent members

Name	Post	Contact details	Crisis Mgt Role
	Finance Manager Transformation		Joint Coordinator
	Service Manager Transformation		Joint Coordinator
	Lead Commissioner Pensions and Investments		Investment coordinator
	Pension Admin Delivery Lead		Pension administration coordinator
	Senior Accountant Pensions Investment		Finance support
	Pensions Team Leader Communications		Communications
	Technical Specialist Governance		Plan coordinator / governance

Ad-hoc members

Name	Post	Contact details	Crisis Mgt Role
	Exchequer and BAIC Delivery Lead		Banking support
	Team Lead – Payroll		Pension payroll support
	Risk and Compliance Officer		ICT support
	Senior Solicitor		Legal support / Governance
	Senior Account Manager		Communications
	HR		HR Support

Crisis Management Team

The role of the Crisis Management Team (CMT) is to consider likely incidents and whether the relevant plan should be implemented in part or full.

The CMT should be satisfied that this plan is reviewed and remains fit for purpose

Each permanent member of the CMT should draft a plan for their specialised area concerning what to do if the plan is invoked. Each plan will be considered and reviewed by CMT. Members should have plans for the restoration of processes and the move to business as usual.

The plan coordinator will be responsible for monitoring the plan, coordinating the roles of the Ad-hoc members ensuring they have robust plans in place if called upon and, be responsible for training staff.

It will not be possible or efficient to make plans for every eventuality, rather the most important feature is that there are processes in place to invoke a crisis response and that the key personnel understand their roles, know who each other are, and know how to communicate in order to initiate a response. Examples of specific crises that would merit some thinking on response options could include:

- Wholesale failure of the pension fund's banking provider.
- An incident that completely denies access to the Warwick offices for a sustained period of time.
- A significant proportion of pension fund staff being suddenly unable to work at the same time caused by Covid or other illness.
- A wholesale failure of the pension fund payroll system.
- A serious cyber-attack denying access to critical systems.

Any specific plans will by their nature need to be simple and very high level as the details of any particular event could vary significantly and cannot all be predicted or prepared for specifically in advance.

Invoking the BCP

Each possible incident should be reviewed by either the Lead Commissioner Pensions and Investments and the Pension Admin Delivery Lead and decide whether the incident should be referred to the CMT.

The CMT will in turn decide if the BCP should be invoked and referral made to the Assistant Director (Finance / Deputy S151 officer) to confirm that the BCP should be enacted. In the absence of the Assistant Director the Joint Coordinators will make the decision.

Initial communications

The CMT should ensure that there is a line of communication available to contact members of the CMT and for team members in Investments and Administration. All methods of communication should be considered e.g. the Investment Team has a Whatsapp group available that is separate to and therefore not reliant upon the corporate IT infrastructure and this provides an additional layer of communication resilience.

Testing

The plan coordinator should be responsible for the testing of the plan.

Training

The plan coordinator will be responsible for organising training for Committee and Board members, the CMT and staff.

Review

CMT members will review their plans annually and the plan coordinator will ensure these reviews take place and reported to CMT.