TERMS OF REFERENCE

Electronic Communications Resilience and Response Group (EC-RRG)

Goal

To ensure the availability of Electronic Communications infrastructure for the UK and provide an industry emergency response capability through the ownership and maintenance of the National Emergency Plan for Telecoms

Aims

1. To take the lead in developing and maintaining cooperation between the telecommunication industry and government organisations through:
   - Planning, including ownership of the National Emergency Plan
   - Maintenance of an MoU
   - Response, including enactment, maintenance and enhancement of NEAT
   - Promoting understanding

2. EC-RRG will own and maintain the National Emergency Plan for Telecoms and the National Emergency Alert for Telecoms

3. To follow and deliver against a structured and agreed annual work programme and response capacity of the electronic communication infrastructure

4. Maintain a view on the current and projected resilience and response capacity of the electronic communication infrastructure

5. Support cooperation between industry and government organisations to drive adoption of appropriate standards, policies and procedures for resilience

6. Understand the impact of changing technology and the evolution of the industry structure and set the appropriate strategic direction.

7. Provide feedback through policy leads into the international community in terms of legislative and regulatory measures. (The Group will decide whether to take an official view as EC-RRG or whether they wish to pursue issues on a company basis)

Membership

1. Membership shall be voluntary with no fees payable.

2. There shall be three classes of membership: Strategy Group; Plenary Group; Conference of all relevant stakeholders

3. Strategy Group membership
   - ECRRG industry chair and deputy chair

- Department for Business, Enterprise and Regulatory Reform (BERR)
- Cabinet Office
- The Centre for Protection of National Infrastructure (CPNI)

4. Plenary Group membership
   - Representatives from the Strategy Group
   - Representatives of Qualifying operators[1]
   - Representatives of Ofcom
   - Representatives of the devolved administrations
   - Government region with lead responsibility for Telecoms
   - Other parties at the discretion of the Strategy Group

5. Conference membership
   - Other Communications Providers, industry organisations with a legitimate interest in the activities of EC-RRG or central or local government organisations with an interest in EC-RRG activities
   - Conference members shall not normally attend the main EC-RRG or take part in the NEAT process

6. New Members
   - New members should be proposed to the chair. Where they do not meet the criteria for 'Qualifying Operators' their application for membership should be put to the plenary group for discussion and, if necessary, a vote

7. Replacements
   - Members should inform the Chair and Secretariat in writing if a new member of their company is replacing them in the Plenary Group.

Responsibilities

1. Members
   - Hold a free and open exchange of views
   - Share experiences
   - Provide advice and support
   - Identify opportunities for co-operation and improvements to the "National Telecoms Plan"
   - Obtain such information as is necessary to inform discussion and decision making
   - Communicate proposals and decisions to appropriate interested parties, within and outside their organisations, generating such documentation as is appropriate
   - Plenary group membership brings with it an expectation of involvement in working groups and / or sub-groups
   - Will notify the Chair and secretary of agenda items for the Plenary Group in advance of the Strategy Group meeting preceding the main EC-RRG meeting
   - Will notify and agree with the Chair in advance where it is relevant that a guest should be invited to EC-RRG

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[1] For definition of Qualifying Operators please refer to Annex A

2. Plenary Group
   - Collectively owns the National Emergency Plan for Telecoms and the National Emergency Alert for Telecoms
   - Maintain a standing sub-group focussed on the maintenance of the National Emergency Plan for Telecoms and the National Emergency Alert for Telecoms
   - Own the annual work programme which sets out deliverables for EC-RRG

3. Chair
   - Submit an annual report to CEOs of member companies as well as the Secretary of State for BERR and/or other relevant Ministers covering completed work and the proposed forward work plan, as well as on other significant activities of the group (e.g. a real emergency response)
   - May write to individual CEOs of member companies where this is relevant (e.g. where there has been exceptional contribution from specific members)

4. Strategy Group
   - Compile and oversee an annual EC-RRG work programme including setting out the deliverables for the wider group and subgroups.
   - Develop the agenda for each EC-RRG meeting
   - Meet in advance of each EC-RRG meeting in order to
     o Set forthcoming agenda
     o Discuss the delivery of the work programme against objectives
     o Consider new areas of work and agenda items proposed by members
     o Decide whether activation of subgroups or working groups is necessary
   - Review the TOR on an annual basis
   - Consider the impact of major changes upon the resilience and response areas
   - Recommend to the plenary group topics for attention
   - Provide assistance with problems which lie beyond the powers of the plenary group to resolve

5. Subgroups / Working Groups

   - Answerable to Strategy and Plenary groups on delivery against the objectives they have been set
   - Will provide progress updates at each meeting
   - Can decide how to operate and assess necessary levels of participation

Rules

The business of EC-RRG will be conducted within the following framework:
- BERR will be provide a secretariat, organise and host meetings and distribute of material (electronically as far as possible)
- Confidentiality will be observed in respect of sensitive material and information as defined by the Confidentiality Agreement and document classification.
- As well as representing their employer's interests, delegates will actively participate in the work of the group as professionals in their own right.

- Discussion shall be free and honest
- Notes will be taken by the secretary and distributed subsequently.
- Any request for amendments to the Notes should be advised to the secretary in writing within 3 weeks of publication
- Meetings will be held as necessary (1-4 per annum are envisaged) and conducted in an informal manner
- Initiate both intra- and inter-sector Working Groups as necessary to address specific areas.
- Electronic working will be employed between meetings to progress issues

Chair and Deputy Chair

1. Chairmanship and Deputy Chairmanship of the Plenary Group will be provided by industry. Both parties will be members of, and elected by the Plenary Group. T**he deputy chair must not be from the same organisation as the chair** (and are ideally from different parts of the sector where possible). A second deputy chair would be provided by BERR

2. The EC-RRG chair and deputy chair are required to act in an impartial way in respect of their own company's interests and will represent the views of industry as a whole

3. Exercise the role of ECRRG deputy chair and next chair designate for a period of 1 year

4. After a period of 1 year in the role of deputy chair, assume the role of chair for a period of 1 year

5. Contribute to the strategic direction of ECRRG including attendance of 4 meetings of the ECRRG stakeholder panel (meetings may be on the same day as plenary group meetings)

6. Chair and deputy chair will be members of the EC-RRG plenary group, and volunteers for future volunteers for these vacancies will be proposed from and voted on democratically by the plenary group

7. If the Chair or Deputy Chair are unable to carry out their full term, a replacement will be elected through the agreed system:

    a. Members of the group may be nominated for the position of Chair or Deputy Chair. Nominees will complete a 'Nomination Statement' to be circulated to the group

    b. Members will then cast one vote per company for their chosen nominee

    c. Government departments will not take part in the vote. EC-RRG secretariat will manage the voting process

Annex A

Qualifying Operators

Qualifying Operators are network operators considered to be part of the key electronic communications national infrastructure, characterised, for example, as:

- Communication Providers defined as Category 2 responders under the Civil Contingencies Act 2003
- Operators providing "dial-tone" or its equivalent to end-users of public telecommunications services
- Operators providing Emergency Services Operator service
- Operators providing electronic communications services for use by the authorities or other sectors of key national infrastructure such as banking, railways, gas or power
- Operators providing communications links and transmitter facilities for broadcast networks
- Public Internet exchange operators
- Major internet service providers with >10% market share
- Other Major telecommunications service providers where justified

Operators' representatives are expected to be responsible for, or involved in, the management of their employer's emergency or business continuity planning processes.