

Business Continuity Plan

Purpose

The purpose of this plan is to prepare our business in the event of extended service outages caused by factors beyond our control and to restore services to the widest extent possible in a minimum time frame.

Outcome

The outcome of this plan is to ensure that the business can maintain a good level of service for our customers.

Plan objectives

- Serves as a guide for those implementing our business continuity plan
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery.

Key staff

If a disaster occurs the members of our team tasked with enacting this plan are:

- Bridget Ferrington (Managing Director)
- John Downes (Commercial Director)
- Natasha Williams (SHEQ & HR Officer)
- Stuart Lord (Business Development Manager)
- Gill Edgerton (Financial Manager)

Staff Welfare

It must be recognised that an incident that results in the enacting of this plan may also cause additional pressures for staff. Staff members need to be given clear direction about the priorities of the business. Managers must ensure that they monitor staff more closely to ensure that their welfare is maintained.

Staff should be aware of what their role is when a major disruption occurs. Clear and concise communication with staff is pivotal to having an organised response. Staff must be made aware of what communication methods are going to be used so they can find out the latest information if they are going to be working from a different location than normal.

Managers who suspect that staff members have suffered undue stress or even trauma from the business disruption must consider providing assistance for those staff who have been affected.

Communicating with staff

In the effect of this plan taking action communication will be relayed from department

*managers to all staff, this may be done via verbal, email and telephone.
All staff contact details can be found on the company mobiles that are in possession of directors.*

Should this plan take effect all staff are prohibited from communicating to the media without authorisation of directors

Equipment

Should equipment become damaged or not fit for purpose replacements will be provided as quickly as possible by the company.

Scenario 1 Premises incident

A premises incident can include flood, fire, or any other disaster that renders our office inaccessible.

Step 1: Evacuation of premises & safeguarding of staff

In office hours

Action	Details	Responsible Person(s)
1. Evacuate the building	Follow normal fire drill procedure	John Downes Natasha Williams Stuart Lord
2. Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated	John Downes Natasha Williams
3. Verify if incident is real	If false alarm, resume business as normal	John Downes Natasha Williams
4. Call emergency services	999	John Downes Natasha Williams
5. Record details of any injuries sustained in the incident	Use injury form available in staff room	John Downes Natasha Williams
6. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	John Downes Natasha Williams Stuart Lord
7. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	John Downes Natasha Williams

Outside office hours

Action	Details	Responsible Person(s)
1. First person on-site to notify manager	Do not enter the building	All staff
2. Call emergency services	999	All staff
3. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	All staff
4. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	John Downes Natasha Williams

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use company mobile phones. Contact telephone provider to forward office lines to company mobiles	John Downes Pam Glover
Inform insurance company	Contact details: BJP – James Gibson 07971301424	Bridget Ferrington John Downes Natasha Williams
Inform landlord	Contact details: Sundourne - 01743211214	Bridget Ferrington John Downes Natasha Williams Gill Edgerton
Inform customers	If disruption is expected, inform customers via email	Katie Pengilly Pam Glover

Scenario 2
Infrastructure incident

An infrastructure incident can include the loss of computer / telephony systems, internet access, or power.

Step 1: Understand the extent of the loss

Infrastructure	Details	Responsible Person(s)
Phones	Wayvtalk - 01145534888	Bridget Ferrington John Downes Pamela Glover
Internet	Shropshire Computers – 01952 453173	Bridget Ferrington John Downes Natasha Williams
Mains power	Sundourne – 01743 241 181	Bridget Ferrington John Downes Natasha Williams

If outage is temporary, inform staff to stay put and await further instructions. If the outage is ongoing:

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use company mobile phones. Contact telephone provider to forward office lines to company mobiles	Bridget Ferrington John Downes Natasha Williams Pamela Glover
Mains power	Staff with company laptops to work from home until power is restored. If power outage is widespread and staff homes are also affected contact local shared office providers to rent desk space. Directors have a system set up off premises and there is also a commercial property at a separate location that can be utilized.	Bridget Ferrington John Downes Natasha Williams Gill Edgerton

Scenario 3

Staff incident

A staff incident can include a sudden family emergency, injury or other event which renders a key member of staff suddenly unable to work.

Step 1: Ensure no service interruption

Critical activity	Details	Responsible Person(s)
1. Identify interchangeable staff	All members of staff should have team members who can perform their roles, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out business-critical activities	All staff
2. Assess extent of loss	Identify whether the affected staff member's absence is likely to be temporary, longer-term, or permanent. Keep in mind this may be a difficult period for the staff member and / or their family.	Line manager

If the staff loss is temporary, support the member of staff who will be filling the gap until the absent member of staff returns. If the absence is long-term or permanent:

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
1. Recruit temporary or full-time replacement	Follow the standard recruitment procedure to find a full-time, part-time or fixed-term contract (as appropriate) replacement.	Line manager

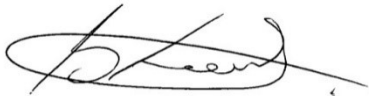
Recovery phase

The purpose of the recovery phase is to resume normal working practises for the entire organisation. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

Action	Details	Responsible Person(s)
1. Agree and plan the actions required to enable recovery of normal working practises	Agreed actions will be detailed in an action plan and set against time scales with responsibility for completion clearly indicated.	Bridget Ferrington John Downes Natasha Williams

2. Respond to any long term support needs of staff	Depending on the nature of the incident, we may need to consider providing support services	Bridget Ferrington John Downes Natasha Williams
3. Publicise that there is now 'business as usual'	Inform customers through normal channels that our business is operating as normal	Bridget Ferrington John Downes Natasha Williams Pam Glover
4. Carry out a debrief of the incident and complete report to document opportunities for improvement and any lessons identified	This should be reviewed to ensure key actions resulting from the incident are implemented within designated time scales.	Bridget Ferrington John Downes Natasha Williams
5. Review this Continuity Plan in light of lessons learned from incident and the response to it	Implement recommendations for improvement and update this plan. Ensure a revised version of the plan is read by all members of staff.	Bridget Ferrington John Downes Natasha Williams

Signed



Bridget Ferrington
Managing Director
5th January 2024