

Business Continuity Plan

Maintaining this document is the responsibility of: Jason Winch

This document will next be reviewed on: 07/01/2018

The following premises are covered in this document:

Unit 7 Conqueror Court, Spilsby Road, Harold Hill, Essex, RM3 8SB

Copies of this document can be found:

In the safe at the above address and also with all Directors:

Anthony Winch – Chairman
Simon Castle – Managing Director
Barry Peppiatt – Construction Director
Jason Winch – Procurement and H&S Director

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Recommended Maintenance

Items which may need to be updated regularly include:

- *Team members*
- *Managers' responsibilities*
- *Applications (new or significant changes to existing)*
- *Insurance provider and contact details*
- *Internet / telephone provider and contact details*
- *Staff contact details*

Business Continuity Overview

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 is able to 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:

- Anthony Winch (Chairman)
- Simon Castle (Managing Director)
- Barry Peppiat (Construction Director)
- Jason Winch (Procurement and H&S Director)

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

Things to consider:

- *Should communication be centralised from one person, or should department managers pass on information from the business owners?*
- *What will the primary communication channel be? Email, phone, text?*
- *Where are the contact details for staff stored, and will this be accessible in the event of an incident?*
- *Should you restrict who knows specifics about the incident?*
- *Should staff be forbidden from speaking to the media?*
- *How and when should the extent of the disaster, and the fallout, be communicated to customers? Do they need to know?*

Equipment

Things to consider:

- *Could / should staff be expected to work from their personal laptop / phone*
- *What immediate up-front costs would be associated with quickly deploying emergency equipment*
- *If you will provide replacement equipment, how will it be distributed?*
- *If you have off-site data backups, how are they accessed?*
- *What is a realistic timeframe for delivery of replacement equipment - should you have an emergency stash of laptops available straight away?*

Scenario 1

Premises incident

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

The actions below are an example of how this incident could be handled - you should customise this section to suit your business

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	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at work at time of incident, if above not available.
2. Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at work at time of incident, if above not available.
3. Verify if incident is real	If false alarm, resume business as normal	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at work at time of incident.
4. Call emergency services	999	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at work at time of incident, if above not available.
5. Record details of any injuries sustained in the incident	Use injury form available on staff intranet	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at

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		work at time of incident, if above not available.
6. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at work at time of incident, if above not available.
7. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Anthony Winch – Chairman Simon Castle – Managing Director Barry Peppiatt – Constuction Director Jason Winch – Procurement and H&S Director

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	Anthony Winch – Chairman Simon Castle – Managing Director Barry Peppiatt – Constuction Director Jason Winch – Procurement and H&S Director

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use personal mobile phones. Contact telephone provider to forward office lines to staff mobiles	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at

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		work at time of incident, if above not available.
Internet	Staff to use home internet connections.	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at work at time of incident, if above not available.
Inform insurance company	Contact details :BJP Insurance Brokers Tel: 0118 979 2121	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at work at time of incident, if above not available.
Inform landlord	Contact details: Merlin Properties Hubert Lynch Tel: 0116 260 2600	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at work at time of incident, if above not available.
Post redirection	Form available on company intranet.	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at work at time of incident, if above not available.
Inform customers	If disruption is expected, inform customers via email	Anthony Winch – Chairman Simon Castle – Managing Director Barry Peppiatt – Construction Director Jason Winch – Procurement and H&S Director

Scenario 2

Infrastructure incident

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

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Step 1: Understand the extent of the loss

Infrastructure	Details	Responsible Person(s)
Phones	Contact phone provider to ascertain extent of outage. Contact details: Frontier Voice & Data Ltd Tel: 0845 301 4100 Account No: 013345	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at work at time of incident, if above not available.
Internet	Contact internet provider to ascertain extent of outage. Contact details: BT Tel: 0800 800 154 Account No: VP 7946 5570	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at work at time of incident, if above not available.
Mains power	Contact power provider to ascertain extent of outage. Contact details: Scottish Power Tel: 0800 040 7002 Account No: 1601 1614 700	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at work at time of incident, if above not available.

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 personal mobile phones. Contact telephone provider to forward office lines to staff mobiles	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at work at time of incident, if above not available.
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	Jason Winch – Procurement and H&S Director / Simon Castle (Managing Director), or Responsible person at work at time of incident, if above not available.
Mains power	Staff to work from home until power is restored. If power outage is	Jason Winch – Procurement and H&S Director / Simon

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	widespread and staff homes are also affected contact local shared office providers to rent desk space.	Castle (Managing Director), or Responsible person at work at time of incident, if above not available.
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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.	Anthony Winch – Chairman Simon Castle – Managing Director Barry Peppiatt – Construction Director Jason Winch – Procurement and H&S Director
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	Anthony Winch – Chairman Simon Castle – Managing Director Barry Peppiatt – Construction Director Jason Winch – Procurement and H&S Director
3. Publicise that there is now 'business as usual'	Inform customers through normal channels that our business is operating as normal	Anthony Winch – Chairman Simon Castle – Managing Director Barry Peppiatt – Construction Director Jason Winch – Procurement and H&S Director
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.	Anthony Winch – Chairman Simon Castle – Managing Director Barry Peppiatt – Construction Director Jason Winch – Procurement and H&S Director
5. Review this Continuity Plan in light	Implement recommendations for improvement and update this plan.	Anthony Winch – Chairman Simon Castle – Managing

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of lessons learned from incident and the response to it	Ensure a revised version of the plan is read by all members of staff.	Director Barry Peppiatt – Construction Director Jason Winch – Procurement and H&S Director.
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