

AB02 - Business Continuity Policy and Procedure

Purpose

- ┆ To comply with good practice on maintaining business continuity in the event of disruptions to the business.

Scope

- ┆ All employees, all business functions.

Policy

- ┆ will analyse its exposure to business disruption, plan effective countermeasures, and maintain the countermeasure plan in readiness, to prepare this business to cope with the effects of an emergency.
- ┆ Objectives of this Plan:
 - ┆ To define and prioritise the Critical Functions of the business;
 - ┆ To analyse the emergency risks to the business;
 - ┆ To detail the agreed response to an emergency;
 - ┆ To identify Key Contacts during an emergency.
 - ┆ How are risks to individuals and the service managed so that people are protected and their freedom is supported and respected?

Procedure

- ┆ It is strongly recommended that the Business Continuity Planning process be carried out by arranging one or more meetings of managers and a cross section of employees specifically for the purpose of developing the plan. It is very unlikely that a single manager will be able to predict all of the potential threats to the continuity of the business, or all of the effects of any particular threat.
- ┆ Nominate one person to be identified as the Business Continuity Manager, and a Deputy in case of absence or incapacity of that person.
- ┆ Identify the critical functions of the business, in order of priority, using the Critical Function Priority List form.
- ┆ Complete the Hazard Analysis Table:
 - ┆ Complete the "Specifics" column for each hazard, according to the configuration of your business. Some suggestions have been entered where appropriate.
 - ┆ Score each Specific hazard as High or Low Impact and High or Low Likelihood. e.g. High Impact, Low Likelihood, enter as H/L.
 - ┆ List any plans, equipment, personnel, alternatives resources, or other arrangements already in place which would mitigate the effects of the hazard, in the "Mitigation in Place" column.
 - ┆ In the "Mitigation Possible" column, list any plans, equipment, personnel, alternatives resources or other arrangements which could be put in place in order to mitigate the effects of the hazard.
 - ┆ Score each hazard A to D, according to the matrix at the top of the Risk Matrix Score column.
 - ┆ List the business Critical Functions, as listed and numbered in the Critical Function Priority List, which are potentially affected by the hazard on that row. This may be one or more functions.

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- i Complete a Business Impact Analysis form (below) for **each** item on the Critical Function Priority List.
 - i Copy each item on the Critical Function Priority List to one page of the Business Impact Analysis form.
 - i Estimate the effect that loss of the function will have on the business, at each of the timescales shown, and enter these into the Effect of the Service section.
 - i For each of the timescales, estimate the number of staff, assess if relocation is required, determine the resources and data (records) required to begin the business recovery process, and complete the columns as required.
- i Complete the Key Contact List form, ensuring that the Business Continuity Manager is identified, with contact numbers, and repeat for the Deputy. List all other possible contacts which may be needed for the mitigation of an event.
- i Review the Plan File, and have it signed off by the Registered Provider.
- i Copy the Plan File to the Business Continuity Manager, their Deputy, the Registered Manager, the Nominated Person, the Registered Provider, and place copies in the Staff Room or Reception area and near the Fire Alarm, or similar location where documents to be removed from the premises in an emergency are located.
- i In an actual emergency:
 - i Start and complete as necessary an Emergency Response Checklist.
 - i Start and complete as necessary an Action Plan, in order to record and keep track of all actions taken, instructions given, and instructions received.
 - i Refer to the Plan in order to identify actions to be taken.
- i Review all elements of the Plan every six months, or earlier when circumstances or information indicate the need for a review.

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Critical Function Priority List

Priority	Critical Function
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

This list can be used during an emergency to assist your decision making when compiling an Action Plan as to which function needs to be reinstated first.

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Hazard Analysis Table

Hazard	Specifics and Impact Specify, mark as High or Low Impact & Likelihood	Mitigation in Place	Mitigation possible	Risk Matrix Score Risk Matrix Score A = HIGH Likelihood and HIGH Impact B = LOW Likelihood and HIGH Impact C = HIGH Likelihood and LOW Impact D = LOW Likelihood and LOW impact	Critical function(s) affected (enter number)
Flooding - external		<ul style="list-style-type: none"> Remove care records Remove Medication records 			
Flooding - internal		<ul style="list-style-type: none"> Remove care records Remove Medication records 			
Loss of gas supply					
Loss of electricity					
Fire		<ul style="list-style-type: none"> Remove care records Remove Medication records 			
Loss of space heating					
Loss of water heating					

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AB02 - Business Continuity Policy and Procedure**Hazard Analysis Table (continued)**

Hazard	Specifics and Impact Specify, mark as High or Low Impact & Likelihood	Mitigation in Place	Mitigation possible	Risk Matrix Score Risk Matrix Score A = HIGH Likelihood and HIGH Impact B = LOW Likelihood and HIGH Impact C = HIGH Likelihood and LOW Impact D = LOW Likelihood and LOW impact	Critical function(s) affected (enter number)
IT Failure	<ul style="list-style-type: none"> Manager PC failure Admin PC failure Network failure Broadband access failure 				
Phones failure	<ul style="list-style-type: none"> Local equipment failure Network failure Fax failure Stored data corruption 				
Theft	<ul style="list-style-type: none"> Business records Personal records – employees Personal records – Service Users 				
Loss of access to the building	<ul style="list-style-type: none"> Civil unrest in the area, Police cordons from terrorist incidents, Building occupation Neighbouring building problems Partial building collapse 		<ul style="list-style-type: none"> Remove care records Remove Medication records 		

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Hazard	Specifics and Impact Specify, mark as High or Low Impact & Likelihood	Mitigation in Place	Mitigation possible	Risk Matrix Score Risk Matrix Score A = HIGH Likelihood and HIGH Impact B = LOW Likelihood and HIGH Impact C = HIGH Likelihood and LOW Impact D = LOW Likelihood and LOW impact	Critical function(s) affected (enter number)
Staff unavailability	<ul style="list-style-type: none"> Significant loss of life (e.g. through fire, explosion). Widespread failure of public transport through a major incident or industrial action. Adverse weather conditions. Widespread illness (e.g. an influenza epidemic). Mass resignation or other form of industrial action. 				
Death or incapacity of senior personnel	<ul style="list-style-type: none"> Registered Provider. Registered Manager. 				
Other (specify)					

AB02 - Business Continuity Policy and Procedure**Business Impact Analysis**

Critical Function:	
Effect on Service:	
Time:	Effect on Service:
First 24 hours	
24 – 48 hours	
Up to 1 week	
Up to 2 weeks	

Resource Requirements for Recovery:

Time:	No. of Staff:	Relocation?	Resources Required:	Data Required:
First 24 hours				
24 – 48 hours				
Up to 1 week				
Up to 2 weeks				

AB02 - Business Continuity Policy and Procedure**Emergency Response Checklist**

For use during an emergency

Start a log of actions taken:	
Liaise with Emergency Services:	
Identify any damage:	
Identify Functions disrupted:	
Convene your Response / Recovery Team:	
Provide information to staff:	
Decide on course of action:	
Communicate decisions to staff and business partners:	
Provide public information to maintain reputation and business:	
Arrange a Debrief:	
Review Business Continuity Plan:	

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Log Sheet

Date	Time	Information / Decisions / Actions	Initials

