# BUSINESS CONTINUITY AND IMPLEMENTATION PLAN

**Aim of this Plan**
To prepare this business to cope with the effects of an emergency.

**Objectives**
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

**Scope of the Plan**
Rotunda Limited have designed a business continuity plan for all staff and service users which is essential to **plan thoroughly** to protect the organisation from the impact of potential crises - from fire, flood or theft to IT system failure, restricted access to premises or illness of key staff.  This planning is very important for us to cope easily in a crisis. Failure to plan could be disastrous. As part of the planning process, we have:

- identified potential crises that might affect us
- determined how we intend to minimise the risks of these disasters occurring
- set out how we will react if a disaster occurs in a business continuity plan
- test the plan regularly

For example, we are reliant on computer information; we have put a back-up system in place so we have a copy of key data in the event of a system failure

**Crises that could affect our business**
The senior management team have identified that there are many possible events that might constitute a crisis:

**Natural disasters** - for example, flooding caused by burst water pipes or heavy rain, or wind damage following storms.

**Theft or vandalism** - theft of computer equipment, for instance, could prove devastating. Similarly, vandalism e.g. vehicles could not only be costly but also pose health and safety risks.

**Fire** - few other situations have such potential to physically destroy a business.

**Power cut** - loss of power could have serious consequences e.g. if we could not use IT or telecoms systems.

**Fuel shortages** - temporary shortages in fuel supply could affect several aspects of our operations. E.g. would staff be able make it to work etc.

**IT system failure** - computer viruses, attacks by hackers or system failures could affect employees' ability to work effectively.

**Restricted access to premises** - how would our business function if we could not access our workplace - for example, due to a gas leak.

**Loss or illness of key staff** - we need to consider how we would cope if they were to leave or be incapacitated by illness, we have paid careful consideration to this during the Pandemic – Covid 19 and ensured that staff are multi skilled to carry out additional duties.

**Outbreak of disease or infection** - an outbreak of an infectious disease amongst our staff, in our premises would present serious health and safety risks.

We have analysed the probability and consequences of crises that could affect our business. This involved:
- assessing the likelihood of a particular crisis occurring - and its possible frequency and how we will cope should a number of staff contract a particular illness.
- determining its possible impact on your operations

This kind of analysis has helped us to identify which business functions are essential to day-to-day business operations. It is essential that any emergency is immediately reported to your line manager or Chief Executive Officer who will provide instruction on action to be taken.

**Likelihood of risks occurring**
We have graded the probability of a particular crisis occurring as High, Medium or Low. Equally we have graded the impact of each risk as High, Medium or Low. We have drawn up priorities and action plans according to the combination of likelihood and impact of each identified risk. The purpose of this is to minimise the likelihood of key risks occurring and the likely impact on our services if they should occur.

**Plan how we will deal with an emergency**
We have drawn up a **business continuity plan (below)** setting out in writing how we will cope if a crisis does occur. It details:

- the key business functions we need to get operating as quickly as possible and the resources we will need to do so
- the roles of individuals in the emergency

Making the most of the **first hour** after an emergency occurs is essential in minimising the impact. As a result, our plan explains the immediate actions to be taken.

Any **specific training** needed to enable our staff to fulfil their responsibilities in an emergency.

Arranging the plan in the form of checklists is a good way to make sure that key steps are followed.

Including **contact details** who are most likely to have to notify in an emergency such as the emergency services, insurers, the local council, customers, suppliers, utility companies and neighbouring businesses.

We hold details of service-providers such as glaziers, locksmiths, plumbers, electricians, and IT specialists. We have maps of our premises' layout to help emergency services, showing fire escapes, sprinklers and other safety equipment.

We have planned how we will deal with possible **media interest** in an incident, by appointing a single company spokesperson to handle media enquiries.

Finally, we will make sure hard copies of our business continuity plan are lodged with our bank and at the homes of key members of staff.

This policy is updated on a regular basis as we test this plan and continually improve our business continuity procedures.

**Risk Register – Building risks**

| Hazard | Likelihood | Impact | Risk Matrix Score L/M/H | Mitigation in Place |
|---|---|---|---|---|
| **Destruction of premises (e.g. explosion)** | L | H | M | 1. We have identified space available in other organisations that we could use to provide activities<br>2. Staff have remote access to email etc and laptops so could work from other locations including from home<br>3. We have all insurances in place to cover repair /rebuilding costs and operational costs incurred in the interim |
| **Major Damage to premises (e.g. fire, flood)** | L | H | M | 1. We have identified space available in other organisations that we could use to provide activities<br>2. Staff have remote access to email etc and laptops so could work from other locations including from home<br>3. We have all insurances in place to cover repair /rebuilding costs and operational costs incurred in the interim |
| **Minor Damage to premises** <br><br>**(e.g. windows, roof tiles)** | H | M | L | 1. We have a list of pre-approved repair companies who are available on emergency call out to attend to any issues and make immediate repairs<br>2. We have all insurance in place to cover the cost of these |
| **Loss of electricity** | M | H | M | We have battery-powered backup to provide all essential functions until repairs can be made. |

**Risk Register – Staffing risks**

| Hazard | Likelihood | Impact | Risk Matrix Score L/M/H | Mitigation in Place |
|---|---|---|---|---|
| **Temporary loss of key management staff (e.g. illness)** | H | H | H | 1. The management team are cross-trained and can effectively cover each other's duties<br>2. We have sufficient management capacity across the company to absorb the additional workload.<br>3. Our senior level operational staff are trained to fulfil some management functions<br>4. The management team are to only access the building individually to ensure no cross contamination if there were to be a contagious illness. |
| **Temporary loss of senior operational staff (e.g. illness)** | H | H | H | 1. The senior operational team are cross-trained and can effectively cover each other's duties<br>2. We have sufficient capacity across the company to absorb the additional workload<br>3. Some operational staff are trained to fulfil senior operational functions<br>4. Staff are working from home where possible and if there is a need for them to come into the building risk is assessed and minimised. |
| **Temporary loss of operational staff (e.g. illness)** | H | H | H | We have a bank of pre-selected, experienced, qualified and DBS cleared volunteers who are able to step in and provide supervisory cover where required. |
| **Permanent loss / inability to recruit senior operational staff** | M | H | M | As part of our succession planning, within the staff team we have a core of staff who are experienced, trained and ready to fill more senior operational roles at short notice if necessary, on a temporary or permanent basis as required. |
| **Infectious illness epidemic among staff** | H | H | H | 1. The senior operational team are cross-trained and can effectively cover each other's duties |

| (e.g. swine flu/Covid 19) | | | | 2. We have a bank of pre-selected, experienced, qualified and DBS cleared volunteers who are able to step in and provide supervisory cover where required. |
|---|---|---|---|---|

**Risk Register – other risks**

| Hazard | Likelihood | Impact | Risk Matrix Score L/M/H | Mitigation in Place |
|---|---|---|---|---|
| Temporary loss of IT system | H | H | H | All our IT systems are backed up on a cloud based system, to a secure off-site hosting service<br>All data can be recovered and downloaded onto laptops that can be used until the system is restored. |
| Liquidation or Administration | L | H | M | Ensure that all contractors are informed at the earliest opportunity.<br>Ensure that learners who may be affected are informed at the earliest opportunity with signposting support to continue education. |

**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 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:** | |

**Rotunda Policy Review Record**

| Reviewed by: | Approval date: | Review frequency: | Review date: | Signed: |
|---|---|---|---|---|
| Maxine Ennis | 11th May 2024 | Annual | 12th May 2025 | |