

Business Continuity Plan To Support Duncan Private Hire

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Distribution List

	Name	Job Title	Email address.
001	Business Continuity Officer	Peter Simpson	Peter.simpson44@btinternet.com
002	Clark Ferguson	Manager	info@duncanprivatehire.com
003			
004			
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Plan Updates

It is essential that the Plan is kept up to date and it is version controlled with a clear date on front page of the plan.

If you have any suggested changes to this plan, please notify the author of the plan, whose name can be found on the front of the plan.

This person is also responsible for updating and issuing plans. It is suggested contact lists are reviewed every 6 months and plan annually or following any significant change to the organisation or service.

If any changes to the service or personnel occur the plan should be updated and issued to the copy holders.

1. Introduction

This plan is to be used to assist in the recovery of Duncan Private Hire in the event of a major disruption to the business. A major disruption is defined as a significant incident which threatens personnel, buildings or the operational structure of the business and requires special measures to be taken to restore things back to normal.

1.1 Aim

The aim of the Plan is to set out the roles, responsibilities and actions to be taken by the business staff to re-instate the business following a major disruption.

1.2 Objectives

The objectives of the plan are to

- To provide for continuity of the activities essential to the business.
- To reduce the disruption of clients, customers, employees, and services to an acceptable level.

1.3 Scope of the Document

This plan sets out details of the recovery measures to be taken in the event of a major disruption to the business.

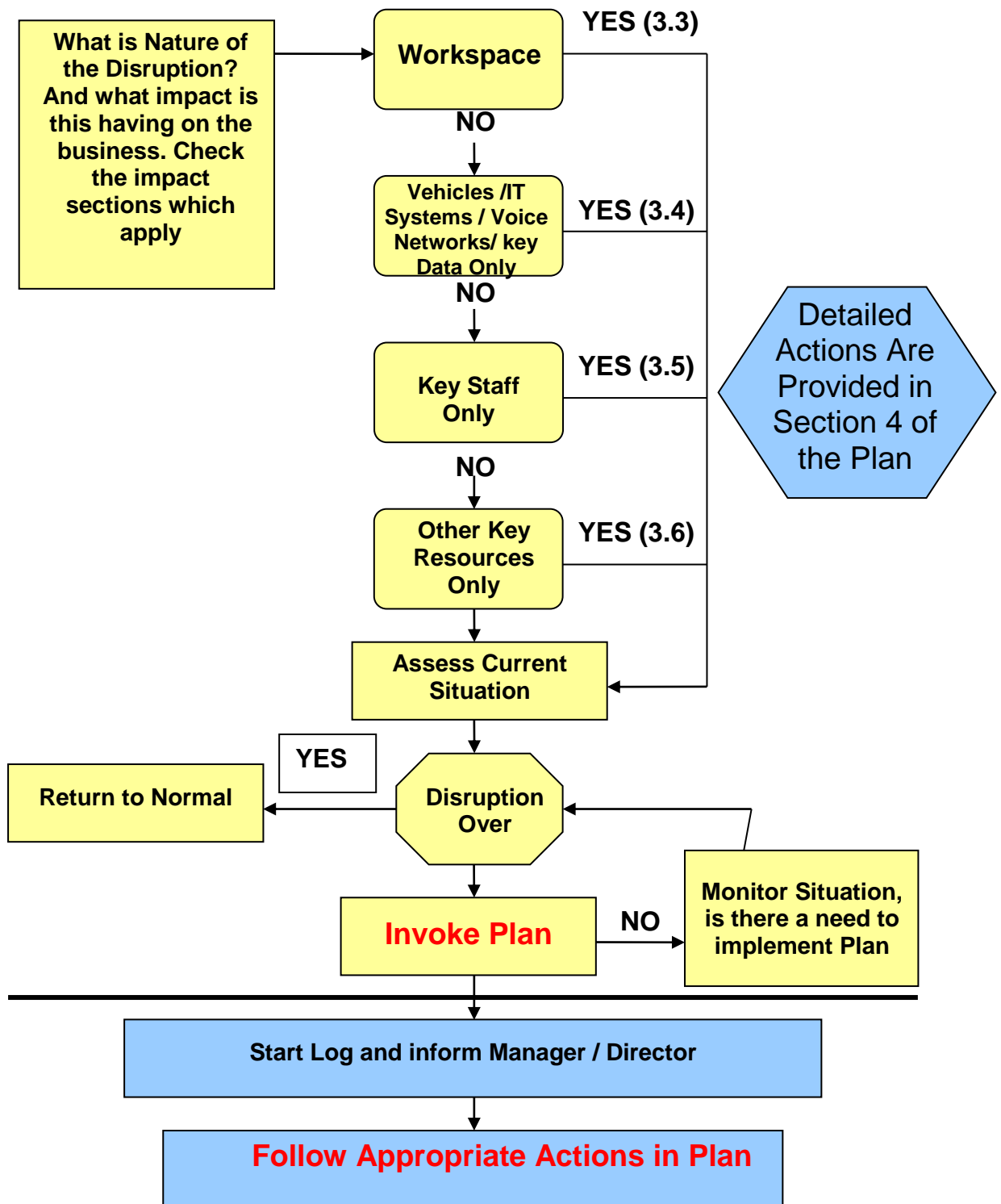
2. Recovery Objectives

Business activity restoration priorities have been identified against the following categories, consider the various activities your business undertakes and which are the most time sensitive needing to be restored first, this will help you plan to recover your activities :-

PRIORITY	Services	DEFINITION
Red	Vehicles, Staff	Time Critical service needing to be restored within 0-1 hour
Amber	Immediate Office Workspace Voice/Data Networks	Important service needing to be restored within 1-24 hours
Green	Outside Office Workspace	A service needing to be restored within 5 working days
Black	Remainder Outstanding	A service which can be restored progressively after 5 working days

3. Plan Activation Procedures

3.1 Plan Activation Process



3.2 Activation of Plan

The Manager will be responsible for the activation of the Business Continuity Management Plan. At the point the plan is activated the Director / Senior staff are to be informed. All staff members will be contacted and advised of the current situation and what their role will be in the recovery phase. Key staff contact details are listed at Appendix A.

Notification of a business interruption may originate from any source. It is envisaged however that it will come from site staff during occupation of premises, or from one of the emergency services during unoccupied periods.

The following activation sequence will normally be used when informing personnel of the activation of this plan:

- Standby phase
- Implement phase
- Stand Down phase

“Standby” will be used as an early warning of a situation which might at some later stage escalate and thus require implementation of this Plan. A “Standby” allows key staff time to think, brief staff, start a business interruption log and prepare for the deployment of resources should an “Implement” message be received. This is particularly important if an interruption occurs towards the end of office hours and staff may need to be asked to stay at work until the situation becomes clear. Resources will not be deployed at this stage (although this will largely depend upon circumstances) and a “Stand Down” may follow this type of alert.

“Implement” will be used to request the immediate utilisation of staff and resources in the activation of the plan.

“Stand Down” will be used to signify the phased withdrawal of any services provided due to activation of the plan. The stand down order will be given by the manager who will brief staff, stakeholders and customers as appropriate.

3.3 Workspace

Objective	Actions / Considerations
1. Establish the current situation at the affected site / workspace	<ul style="list-style-type: none"> • What has happened? • When did it occur? • Are the Emergency Services informed / on-site? • Is there access to the site? • Are the IT systems and services still running? • Who else has been informed? • How potentially serious is it? • Are there any casualties? If so, details?
2. Decide whether the Business Continuity Management Plan should be invoked? The decision will be based upon the information provided consideration should be given to:	<ul style="list-style-type: none"> • How quickly the business will be able to re-enter the affected workspace • Prevailing weather conditions • Whether the area is currently responding to an external incident • If the decision is to relocate key staff to the agreed alternative accommodation alert the site – (contact details in table below) • If the decision is made not to invoke the plan, continue to monitor the situation until such time as normal access is granted to the disrupted location.
3. Communicate with staff	<ul style="list-style-type: none"> • IF EVACUATION IS NEEDED – Follow site evacuation plan taking into account staff, customer and visitor safety. • Keep staff informed at Assembly Points until a decision has been made about whether the building is likely to become available again soon. If the building will not be available, relocate identified key staff to the agreed alternative workspace and consider sending other staff home and tell them to await instructions. Remind them to check the in with the manager at an agreed time. • Out of Hours If the disruption occurs outside office hours, staff communication will be co-ordinated by the manager or their designated staff member.

	Service / Activity	Staff to be Relocated
Alternative Accommodation Location:	TBC	TBC
Contact Name at Location:	TBC	TBC
Contact Number:	TBC	TBC

3.4 Vehicles/IT Systems/ Voice networks / Key data

Objective	Actions / Considerations	
1. Confirm the nature of the disruption	<ul style="list-style-type: none"> • What has happened? • When did it occur? • Which vehicles/systems and/or services are affected • How potentially serious is it? • What is the estimated duration of the problem? • Who else has been informed (Director, Manager, key staff, and stakeholders)? 	
2. Decide whether the Business Continuity Management Plan should be invoked. The decision will be based upon the information provided consideration should be given to:	<ul style="list-style-type: none"> • How long vehicles/systems will be unavailable • Whether the systems affected are required to support the Time Critical / Important Business Activities • Whether the Area is currently responding to external incident • Inform staff that the Business Continuity Management Plan is being invoked or put staff on standby or invoke agreed manual systems to ensure that the service can continue to operate. • If the decision is made not to invoke the plan, continue to monitor the situation until such time as normal service is resumed. 	
3. Enter Specific actions or considerations if the disruption is due to non availability of IT systems / Voice networks / key data	<p>If required adopt some or all of the following solutions / strategies</p> <ul style="list-style-type: none"> • Instigate manual work around systems • Rerouting of calls • Accessing and making available critical data to key staff which has been protected. • Working from a secondary location unaffected by the IT issue. • If the main landline(s) are lost revert to mobile phones and give number to key staff and stakeholders. • If IT systems are lost instigate Disaster recovery plan. 	

3.5 Key Staff

Objectives	Actions / Considerations
<p>1. Confirm the nature of the disruption</p>	<ul style="list-style-type: none"> • What has happened? • When did it occur? • Who and how many are affected? • Which systems and/or services are affected • How potentially serious is it? • What is the estimated duration of the problem? • Who else has been informed (Director, Manager, key staff, and stakeholders)?
<p>2. Decide whether the Business Continuity Management Plan should be invoked. The decision will be based upon the information provided consideration should be given to:</p>	<ul style="list-style-type: none"> • How long vehicles/staff will be unavailable • Whether the staff are required to support the Critical / Important Business Activities • Whether the Area is currently responding to external incident • Inform staff that the business Continuity Management Plan is being invoked or put staff on standby or invoke agreed manual systems to ensure that the service can continue to operate. • If the decision is made not to invoke the plan, continue to monitor the situation until such time as normal service is resumed.
<p>3. Enter Specific actions or considerations if the disruption is due to non availability of Key Staff</p>	<p>Change of job functions for some staff (to support the critical business activities)</p> <ul style="list-style-type: none"> • Employ agency staff • Offer overtime / Toil • Suspend less time critical parts of the business • Consider out sourcing some services if possible until you are ready to restore them.

3.6 Other Key Resources

Objectives	Actions / Considerations	
<p>1. Confirm the nature of the disruption</p>	<ul style="list-style-type: none"> • What has happened? • When did it occur? • Which systems and/or services are affected • How potentially serious is it? • What is the estimated duration of the problem? • Who else has been informed? 	
<p>2. Decide whether the Business Continuity Management Plan should be invoked. The decision will be based upon the information provided consideration should be given to:</p>	<ul style="list-style-type: none"> • How long resources will be unavailable • Whether the resources affected are required to support the Critical / Important Business Activities • Whether the Area is currently responding to external incident • Inform staff that the business Continuity Management Plan is being invoked or put staff on standby or invoke agreed manual systems to ensure that the service can continue to operate. • If the decision is made not to invoke the plan, continue to monitor the situation until such time as normal service is resumed. 	
<p>3. Enter Specific actions or considerations if the disruption is due to non availability of key resources</p>	<ul style="list-style-type: none"> • Arrangements/contracts to hire / borrow / purchase replacement resources from suppliers . • Protective measures for resources e.g. not having all resources at one site/shop/office. 	

4. Supporting Information

4.1 Staff Welfare

It must be recognised that a business interruption may also cause additional pressures for staff. Staff members need to be given clear direction about what the priorities of the business, which can be achieved by having well thought out and implemented continuity strategies in place. Managers must ensure that they monitor staff more closely to ensure that their welfare is maintained (e.g. regular breaks due to increased intensity or pressure of work).

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 home or a different location than normal. If staff are to be working from a different location ensure that they know where the location is (provide a map and or directions if necessary) and they are able to get there and get access.

4.2 Communicating with Staff

During Office Hours

If the disruption occurs during office hours then staff can be communicated with via briefings from managers and electronically by the intranet and email.

Out of office hours

The manager for the business or the designated staff member will keep staff up to date by the following methods:

- Telephoning staff and passing on essential information.
- Mobile phone Text cascade of information if appropriate.
- Email to staff that have access to external email as appropriate.
- Face to face as appropriate.

Information may be available via the following depending on the reason for disruption;

Duncan Private Hire

www.duncanselfdrive.com

Staff should be given the opportunity to feedback any comments they may have after the response phase and the service has returned to normal. This may be in the form of a structured debrief or more informally.

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.

4.3 Media / Public Information

In the event of a major disruption to the business the business Director must be contacted to inform them of what has happened and the estimated length of the disruption and possible impacts of the disruption.

5. Plan Maintenance Procedures

The author of the plan is responsible for reviewing contact lists every 12 months and the plan must be reviewed annually. Ultimately the Manager is responsible for ensuring the plan is up to date.

