



Business Continuity Plan

April 2018 (To be reviewed December 2018)



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1. Aim of the plan

This plan has been designed to prepare Premier Advisory Group (PAG) to cope with the effects of an emergency. It is intended that this document will provide the basis for a relatively prompt return to 'business as usual' regardless of the incident or cause.

2. Objectives of the plan

To provide a flexible response so that PAG can:

- Respond rapidly to a disruptive incident or emergency
- Assist in avoiding confusion experienced during a crisis; this is achieved through documenting, testing and reviewing recovery procedures.
- Maintain delivery of critical activities/functions during an incident (business continuity)
- Continue to run as a functioning business (recovery).

3. Scope of the plan

This plan applies to all managers and employees (whether permanent, fixed-term or temporary), consultants, contractors, seconded staff, casual workers and agency staff, volunteers, interns, agents, or any other person associated with us, or any of our subsidiaries or their employees, wherever located (collectively referred to as staff or employees in this policy).

The plan is available to all members of staff should it be requested/needed.

4. Assumptions

Being a relatively small business with the majority of staff working from home on a daily basis, with the ability to work remotely on laptops, the risks associated with (in particular) premises related incidents is greatly reduced. However, this relies on staff having the required IT and telecomms support at home and building in systems to ensure that there is sufficient supervision of work.

Being a small team, wherever possible any incidents that lead to staff absence will be covered by other PAG staff. Therefore PAG has documentation identifying interchange staff.

5. Staff Welfare

It is recognised that an incident that results in the enacting of this plan may also cause additional pressures for staff/employees. Staff members will be given clear direction about



the priorities of the business and be closely monitored to ensure that their welfare is maintained.

If major disruption occurs, then staff know what their role will be, which will be achieved through clear and concise communication throughout their employment. Staff are made aware of what communication methods are going to be used so they can find out the latest information, if their usual working patterns or responsibilities are altered.

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

6. Critical function checklist

The critical function checklist below demonstrates the functions that have been identified as most important for PAG to continue to run without causing disruption to the business.

Priority	Critical function	Timeframe
1	Communication with team/other staff members	Restore within 2 hours
2	Communication with clients	Restore within 2 hours
3	Timely production of projects and meeting deadlines	Restore within 1 working day
4	Staff salaries	Restore with 1-5 days

7. Critical Function Analysis and Recovery Process

Critical Function	Communication between team/other staff members	Notes
Responsibility	All staff members	
Potential Impact on PAG	Missing critical deadlines/ wasting vital staff time (on unnecessary work)/ loss of client (relations)/ impact on company reputation	
Likelihood of interruption to organisation	Medium	
Recovery timeframe	Between 1 – 2 hours	
Resources required for recovery		
Staff	All staff members.	See contacts list. All members of staff will have team members who can perform their roles, even if it is in a reduced capacity.
Data/systems <i>(backup and recovery processes)</i>	Dropbox Critical password files	All staff regularly backup systems and use the PAG Dropbox. If an incident occurs and staff communication is cut, staff are to immediately back up and save to Dropbox so that all files are shared and available.
Premises	N/A	
Communications <i>(methods of contacting staff, clients, etc)</i>	Several staff communication platforms/ mobile phones/ laptops for email/skype	
Equipment	Laptops, mobile phones, landlines.	If communication is cut due to damage of loss work

		phone/laptop PAG will replace with a suitable alternative in 1-5 days
Critical Function	Communication with clients	
Responsibility	All staff members. Key client liaison members to alert: Tom Legge David Noble Charlotte Peace Cornish Keith Warburton	See staff contact details
Potential Impact on PAG	Missing critical deadlines/ wasting vital staff time (on unnecessary work)/loss of clients (relations)/impact on reputation	
Likelihood of interruption to organisation	Medium	
Recovery timeframe	Between 1 – 2 hours <i>dependent on client</i>	
Resources required for recovery		
Staff	All staff members	See contacts list
Data/systems <i>(backup and recovery processes)</i>	Dropbox Master Tracker Client shared Information data Critical passwords files	If an incident occurs and client communication is cut, staff are to immediately back up and save to Dropbox so that all files are shared and available. All staff regularly backup systems and use the PAG Dropbox. Clients are always to have as a minimum two PAG staff member contact details.
Premises	N/A	

Communications <i>(methods of contacting staff, clients etc)</i>	Several communication platforms with clients/ mobile phones/ laptops for email/skype – to be handled by other staff members where required	
Equipment	Laptops, mobile phones, landlines.	If communication is cut due to damage or loss work phone/laptop PAG will replace with a suitable alternative in 1-5 days
Critical Function	Timely production of projects and meeting deadlines	
Responsibility	All staff members. Key staff to alert: Tom Legge David Noble Charlotte Peace Cornish Keith Warburton	
Potential Impact on PAG	Client relations, impact on reputation. Negative impact on outcomes for clients.	
Likelihood of interruption to organisation	Medium	
Recovery timeframe	Within 24 hours	
Resources required for recovery		
Staff <i>(numbers, skills, knowledge, alternative sources)</i>	All staff members	See contacts list
Data/systems	Dropbox Master Tracker Client shared Information data Critical passwords files	

Premises	N/A	
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>	Mobile phones, landlines, laptops. Staff members to contact Directors immediately if an incident/emergency will result in missed deadlines.	In the event that an incident occurs which prevents PAG from meeting a deadline, clients will be called first by those staff identified as responsible; failure to reach clients via the phone will result in the second preference for communication; email
Equipment	N/A	
Critical Function	Staff Salaries	
Responsibility	Tom Legge David Noble Charlotte Peace Cornish Keith Warburton	
Potential Impact on PAG	Retention issues with staff, company stability	
Likelihood of interruption to organisation	Low	
Recovery timeframe	Between 1 – 5 days	
Resources required for recovery		
Staff	All staff members	See contacts list
Data/systems <i>(backup and recovery processes, staff and equipment required)</i>	Dropbox Critical passwords files	
Premises	N/A	
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>	Mobile phones, landlines, laptops.	In the event that an emergency/incident that occurs which prevents PAG from being able to pay staff

		wages, all members of staff will be called, with warning period if possible. If necessary, clear and concise information will be given that out of hours work may be required.
Equipment	N/A	

8. Emergency Response checklist

This checklist can be used within 24 hours of an emergency or serious incident.

Task	Completed (date, time, by)
Start of Log of Actions table undertaken (see page 13)	
If required, liaise with emergency services (see page 13)	
Make an assessment of the situation including scale, severity, impact and an approximate timescale	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	
Assess the key priorities for the remainder of the working day and take relevant action. Consider allowing staff paid leave if an incident has stopped them being able to work that day	
Inform staff what is required of them	
Identify which critical functions have been disrupted (use the Critical Function Checklist)	
Those responsible for recovering identified critical functions to arrange a conference call, and decide upon the actions to be taken, and in what timeframes	
Provide information to:	

<ul style="list-style-type: none"> • Staff • Clients • Key suppliers 	
Publicise the interim arrangements for delivery of critical activities (via telephone/email). Ensure all stakeholders are kept informed of contingency arrangements as appropriate	
Recover vital assets/equipment to enable delivery of critical activities. The essential equipment/resources that need to be recovered where possible are mobile phones and laptops	
Actions during the recovery process	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process	
Provide information to: <ul style="list-style-type: none"> • Staff • Clients • Insurance company 	
Provide information to maintain the reputation of the company and keep relevant authorities informed	
Following the recovery process	
Arrange a debrief of all staff and identify any staff welfare needs	
Use information gained from the debrief to review and update this business continuity plan	



9. Business Continuity Arrangements

Risk/Threat	Trigger	Preventative Measures	Contingency Arrangements
Loss of access to (individual home) premises	Fire, gas leak, flooding, or vandalism	Employees informed about suitable/safe working conditions including the use of: fire alarms, smoke detectors, annual servicing of all electrical and gas appliances	Staff are encouraged to be aware of other premises they can work from effectively, with adequate IT/phone facilities in place (i.e. wifi)
Loss of staff	Illness, strike, severe weather	Multi skill train staff where appropriate. Ensure compliance with relevant employment regulations	Divert staff from non-essential to key processes. Review non-essential leave. Reduce/suspend non-essential services. Recruit additional resources
Loss of Phone or IT	Inability to access phone or IT applications	Ensure data is backed-up. Hold paper copies of essential information.	Work to be shared/re-directed under the instruction of the Directors
Loss of key partner or supplier	Failure of a business partner or supplier	Ensure all suppliers have business continuity plans in place	Identifying alternative sources of supplies

10. Contact list

Staff contact list

Name	Job Title	Mobile Contact	Email Contact
Tom Legge	Managing Director	07951 858666	tom@premieradvisory.co.uk
David Noble	Director	07711 518366	david@premieradvisory.co.uk
Keith Warburton	Education Director	07946 023808	keith@@premieradvisory.co.uk
Charlotte Pearce Cornish	Client Director	07766 116268	charlotte@premieradvisory.co.uk
Gavin Shepherd	Senior Researcher	07734 706342	gavin.shepherd@premieradvisory.co.uk
Ellie Wright	Researcher	07398 271 003	ellie.wright@premieradvisory.co.uk
Ellie Hooper	Projects consultant	07734 031119	ellie.hooper@premieradvisory.co.uk
Other staff members:			
Bernard Abrams	Associate Director	07825415503	Bernard.abrams@premieradvisory.co.uk
Brenda Mullen	Associate Director	07500708926	Brenda.mullen@premieradvisory.co.uk

Key Suppliers Contact List

Supplier	Provides	Telephone	E-mail
Peter Caine	Website design	029 2036 1848	Pete@theprintsauce.com

Emergency Services

Service	Telephone
Ambulance	999
Fire Service	999
Floodline	0845 988 1188
NHS Direct	0845 46 47
Police	999 101

Insurance and Finance Companies

Service	Company	Telephone	E-mail
Banking	HSBC	03456007010	n/a
Insurance	Hiscox	01206 773 777	customerservices@hiscox.com

11. Actions and expenses log

The table below should be used to record decisions, actions and expenses incurred in the recovery process.

The purpose of this table is to provide information for the post-recovery debriefing and help evidence the costs incurred for any claim under an insurance policy.

Date/time	Decision/action taken	By whom	Costs incurred

12. Date and frequency of review

This policy is to be review annually. The next review is due in December 2018.

If you have any concerns or queries in relation to this policy or your obligations, please make these known to PAG's Managing Director, Tom Legge.

