



## Business Continuity

|                         |                               |
|-------------------------|-------------------------------|
| <b>Policy Number</b>    | 38                            |
| <b>Version</b>          | 3                             |
| <b>Policy Contact</b>   | Matthew Betteridge            |
| <b>Date Issued</b>      | 1 <sup>st</sup> November 2017 |
| <b>Amended</b>          | 21 <sup>st</sup> June 2019    |
| <b>Next Review Date</b> | 21 <sup>st</sup> June 2020    |
| <b>Target Audience</b>  | Agency Workers                |
| <b>Approved by</b>      | OneCall24 Policy Team         |

## Section 1: ABOUT THIS PLAN

### DOCUMENT CONTROL

| Date | Revision/Amendment Details & Reason | Author |
|------|-------------------------------------|--------|
|      |                                     |        |
|      |                                     |        |
|      |                                     |        |

### PLAN PURPOSE

To provide a flexible response so that One Call 24 can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of critical activities/services during an incident (business continuity)
- Return to 'business as usual' (resumption and recovery)

### PLAN REMIT

The following *sites* are covered by this Plan:

- 239 Old Marylebone Road, London NW1 5QT

## PLAN OWNER

Matthew Betteridge, Managing Director of One Call 24 is this Plan's Owner and responsible for ensuring that it is maintained, exercised and updated in accordance with internal requirements for business continuity.

## PLAN DISTRIBUTION

This Plan is distributed as follows:

| NAME            | ROLE                         |
|-----------------|------------------------------|
| Rasul Chatoo    | Director                     |
| David Crewe     | Director                     |
| Bradley Belloni | Business Development Manager |

## PLAN STORAGE

Electronic copies of this Plan are stored:

O:\OC24 Policies\Policies\Business Continuity Policy

## PLAN REVIEW DATE

This Plan will be updated monthly and formally reviewed every 12 months from its inception.

## Section 2: PLAN ACTIVATION

### CIRCCIRCUMSTANCES

This Plan will be activated in response to an incident causing significant disruption to normal service delivery/business, particularly the delivery of key/critical activities. Examples of circumstances triggering activation of this Plan include:

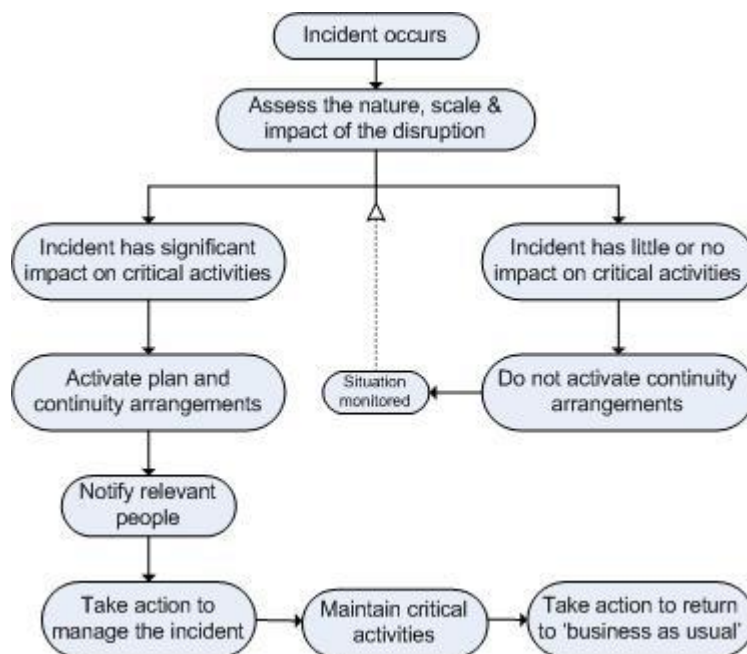
- Loss of key staff or skills e.g. above normal levels of absenteeism due to illness
- Loss of critical systems e.g. ICT failure
- Denial of access, or damage to, facilities e.g. loss of a building through fire
- Loss of a key resource e.g. a major supplier vital to the delivery of a key service

### RESPONSIBILITY FOR ACTIVATION

Matthew Betteridge, Managing Director of One Call 24 will normally activate and stand down this Plan:

| Name            | Role                         | Office                  | Out of Office | Mobile      |
|-----------------|------------------------------|-------------------------|---------------|-------------|
| Rasul Chatoo    | Director                     | 239 Old Marylebone Road |               | 07889445678 |
| David Crewe     | Director                     | 239 Old Marylebone Road |               | 07760959493 |
| Bradley Belloni | Business Development Manager | 239 Old Marylebone Road |               | 07710023922 |

### PROCESS FOR ACTIVATION



## Section 3: INCIDENT MANAGEMENT

### PURPOSE OF THE INCIDENT MANAGEMENT PHASE

- Protect the safety of staff, visitors and the wider community
- Protect vital assets e.g. equipment, data, reputation etc
- Ensure necessary communication takes place
- Support the Business Continuity phase
- Support the Recovery and Resumption phase

### ACTIONS TO PROTECT THE SAFETY AND WELFARE OF STAFF, VISITORS AND THE PUBLIC

The following actions will be taken to protect the immediate safety of staff, visitors and the public:

| 4 <sup>1</sup> | ACTION   | FUTHER INFO/DETAILS   |
|----------------|--|---|
| 1.             | <b>Evacuate</b> the building if necessary  | Use normal evacuation procedures for the building   |
| 2.             | Ensure all staff report to the Assembly Point.   | The <b>Assembly point</b> for the [team/service/organisation] is: Bus Stop 27 in front of 239 Old Marylebone Road<br><br>Ras Chatoo is responsible for completing this action   |
| 3.             | Call emergency services (as appropriate)   | <b>TEL: 999</b><br>Ras Chatoo is responsible for completing this action   |
| 4.             | Check that all staff, contractors and any visitors have been evacuated from the building and are present. Consider safety of all staff, contractors and visitors as a priority | We have a guest book that will require signing and this will be verified at the assembly point by the person below.<br><br>Ras Chatoo is responsible for completing this action |
| 5.             | Ensure log of incident is started and maintained throughout the incident phase   | Use a decision and action log to do this.<br><br>The log template can be found O:\OC24 Policies\Policies\Business Continuity Policy   |
| 6.             | Record names and details of any staff, contractors or visitors who may have been injured or distressed in the incident.  | Ras Chatoo is responsible for completing this action  |

| 4 <sup>1</sup> | ACTION  | FUTHER INFO/DETAILS  |
|----------------|---|--|
| 7.             | Forward details of any fatalities or injuries in the incident to HR (depending on scale of incident) and agree action that will be taken. | The HR contact to forward this information to is David Crewe david@onecall24.co.uk<br><br>Ras Chatoo is responsible for completing this action   |
| 8.             | Assess impact of the incident to agree response / next steps  | Ras Chatoo is responsible for completing this action   |
| 9.             | Log details of all items lost by staff, visitors etc as a result of the incident  | Ras Chatoo is responsible for documenting this information   |
| 10.            | Consider whether the involvement of other teams, services or organisations are required to support the management of the incident         | Depending on the incident the following may be approached to assist with incident management: <ul style="list-style-type: none"> <li>● Personnel</li> <li>● Health and Safety</li> <li>● Legal</li> <li>● Occupational Health</li> </ul> |

## COMMUNICATION ACTIONS

In the event of an incident and this plan being activated, the following people should be contacted. Nature of contact will depend on the incident type and time it has occurred.

Ras Chatoo is responsible for completing the communication actions.

| ALWAYS CONTACTED |              |          |                 |   |
|------------------|--------------|----------|-----------------|---|
| 4                | Name         | Role     | Contact Details | Likely message  |
| 1.               | Rasul Chatoo | Director | 07889445678     | <ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> <li>▪ Request to escalate or support</li> </ul> |
| 2.               | David Crewe  | Director | 07760959493     | <ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> </ul>   |

| CONTACTED DEPENDING ON INCIDENT |                 |                              |                 |   |
|---------------------------------|-----------------|------------------------------|-----------------|---|
| 4                               | Name            | Role                         | Contact Details | Likely message  |
| 1.                              | Bradley Belloni | Business Development Manager | 07710023922     | <ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> <li>▪ Indication of any press interest</li> </ul> |

#### ACTIONS TO SUPPORT BUSINESS CONTINUITY

| 4  | ACTION  | FUTHER INFO/DETAILS  |
|----|---|--|
| 1. | Recover vital assets/equipment to enable delivery of critical activities <sup>2</sup>   | The essential equipment/resources/information that need to be recovered where possible are: <a href="https://bms.storm-it.com">https://bms.storm-it.com</a> // support@storm-it.com  |
| 2. | Assess the key priorities for the remainder of the working day and take relevant action | Consider sending staff home, to recovery site etc  |
| 3. | Inform staff what is required of them   | Staff will be sent home until a suitable location can be found to resume office work. They will also be instructed to work to the best of their abilities from home with the limited resources given to them. Eg work mobiles. |
| 4. | Publicise the interim arrangements for delivery of critical activities                  | <p>Ensure all stakeholders are kept informed of contingency arrangements as appropriate</p> <p>This will be done by telephone.</p>   |

#### ACTIONS TO SUPPORT RECOVERY AND RESUMPTION

|    | ACTION   | FUTHER INFO/DETAILS  |
|----|--|--|
| 1. | Take any salvage/asset recovery actions that are appropriate         | Remove any equipment, furniture, and records etc that are at risk of damage.                       |
| 2. | Continue to log all expenditure incurred as a result of the incident | Use a financial expenditure log to record costs incurred as a result of responding to the incident |
| 3. | Seek specific advice/ inform your Insurance Company                  |  |

**COMMUNICATING WITH STAFF**

**Section 4: BUSINESS CONTINUITY**

| Name | Role | Contact Details |
|------|------|-----------------|
|      |      |                 |
|      |      |                 |
|      |      |                 |
|      |      |                 |
|      |      |                 |

## PURPOSE OF THE BUSINESS CONTINUITY PHASE

The purpose of the business continuity phase of response is to ensure that critical activities are resumed as quickly as possible and/or continue to be delivered during the disruption.

The Business Impact Analysis (BIA) for One Call 24 sets out details of critical activities and the resources required to deliver them both in 'business as usual' and in crisis situations. The Business Continuity Team will refer to the BIA to help inform the business continuity response that is required.

## CRITICAL ACTIVITIES

The outcome of the Business Analysis process has been to identify the following activities as critical:

|    | <b>Brief Description of Critical Activities</b>                              |
|----|--|
| 1. | Contact clients and candidates to ensure they have the correct shift details |
| 2. | Ensure that agency staff are paid correctly and on time                      |
| 3. | Ensure that clients are invoiced properly                                    |

## NON-CRITICAL ACTIVITIES

A number of activities are non critical and consideration will be given to:

- Not recovering these activities until critical activities have been resumed
- Suspending these activities and diverting their resources to support the critical ones

The non-critical activities for this team/service/organisation are:

|    | <b>Brief Description of Non-Critical Activities</b>                              |
|----|--|
| 1. | Contacting candidates and clients to obtain shifts vacancies and availabilities. |
| 2. | Update and renew targets and review weekly stats                                 |
| 3. | Staff training and weekly meetings.  |



## BUSINESS CONTINUITY ACTIONS

The Business Continuity Team (See Section 2) for the incident is responsible for ensuring the following actions are completed:

|    | <b>ACTION</b>  | <b>FUTHER INFO/DETAILS</b>  |
|----|--|---|
| 1. | Identify any other staff required to be involved in the BC response                                    | Depending on the incident, the Business Continuity Team may need additional/specific input in order to drive the recovery of critical activities  |
| 2. | Evaluate the impact of the incident  | Use an incident impact assessment form to understand the impact of the incident on 'business as usual' working activities.  |
| 3. | Plan how critical activities will be maintained.   | Consider: <ul style="list-style-type: none"> <li>▪ Immediate priorities</li> <li>▪ Communication strategies</li> <li>▪ Deployment of resources</li> <li>▪ Finance</li> <li>▪ Monitoring the situation</li> <li>▪ Reporting</li> </ul> |
| 4. | Log <b>all</b> decisions and actions, including what you decide <b>not</b> to do and include rationale | Use a decision and action log to do this  |
| 5. | Log <b>all</b> financial expenditure incurred  | Use a financial expenditure log to do this  |
| 6. | Allocate specific roles as necessary   | Roles allocated will depend on the incident and availability of staff   |
| 7. | Secure resources to enable critical activities to continue/be recovered                                | Consider requirements such as the staffing, premises, equipment.<br><br><i>Refer to BIA for more detailed information on resource needs.</i>  |
| 8. | Deliver appropriate communication actions as required  | Ensure methods of communication and key messages are developed as appropriate to the needs of your key stakeholders e.g. customers, suppliers, staff, Executive Boards, Shareholders etc.   |

## Section 5: RECOVERY AND RESUMPTION

### PURPOSE OF THE RECOVERY AND RESUMPTION PHASE

The purpose of the recovery and resumption phase is to resume normal working practises for One Call 24. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

### RECOVERY AND RESUMPTION ACTIONS

|    | <b>ACTION</b>  | <b>FUTHER INFO/DETAILS</b>  |
|----|--|---|
| 1. | Agree and plan the actions required to enable recovery and resumption of normal working practises  | Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.  |
| 2. | Continue to log all expenditure incurred as a result of the incident   | Use a financial expenditure log to do this  |
| 3. | Respond to any long terms support needs of staff   | Depending on the nature of the incident, the Business Continuity Team may need to consider the use of Counselling Services e.g. internal Occupational Health involvement or appropriate External Agencies     |
| 4. | Carry out a 'debrief' of the incident and complete an Incident Report to document opportunities for improvement and any lessons identified | Use an Incident Report Form to do this. This should be reviewed by all members of the Business Continuity Team to ensure key actions resulting from the incident are implemented within designated timescales |
| 5. | Review this Continuity Plan in light of lessons learned from incident and the response to it   | Implement recommendations for improvement and update this Plan. Ensure a revised version of the Plan is read by all members of the Business Continuity Team   |
| 6. | Publicise that there is now 'business as usual'  | The various department managers will call the respected staff under their command to update status and resume business as normal.   |