

## **Business Continuity Plan**

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|-------------------------|--------------------------------------------------------------------------------|
| <b>Policy Number</b>    | 38                                                                             |
| <b>Version</b>          | 6                                                                              |
| <b>Policy Contact</b>   | Matthew Betteridge                                                             |
| <b>Date Issued</b>      | 01 <sup>st</sup> November 2017                                                 |
| <b>Reviewed</b>         | 06 <sup>th</sup> May 2026                                                      |
| <b>Next Review Date</b> | 06 <sup>th</sup> May 2027                                                      |
| <b>Target Audience</b>  | All employees, agency workers, contractors, and relevant third-party suppliers |
| <b>Approved by</b>      | OneCall24 Policy Team and OneCall24 Board of Directors                         |

### **PLAN PURPOSE**

The purpose of this Business Continuity Plan (BCP) is to ensure the organisation can continue to deliver critical services during and after a disruptive incident and can recover to normal operations within agreed timeframes. This Plan provides a structured framework for incident response, business continuity, and recovery and is aligned with REC good practice, client assurance expectations, and regulatory requirements.

### **PLAN REMIT**

This plan applies to all employees, agency workers, contractors, UK locations, remote working arrangements, IT systems, and critical third-party suppliers.

### **PLAN OWNER**

Matthew Betteridge, Chief Executive Officer 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 on a role-based basis. Named role-holders are responsible by virtue of their position. Controlled copies are held electronically.

| <b>NAME</b>                             | <b>ROLE</b>                            |
|-----------------------------------------|----------------------------------------|
| Incident Lead                           | Matthew Betteridge – CEO               |
| Deputy Incident Lead / Operations Lead  | Henry Beck – Group Operations Director |
| BCP Coordination & Action Tracking      | Uday Valjee – Head of HR               |
| IT Recovery & Cyber Response (External) | Storm IT                               |
| BCP Sponsor                             | Board of Directors                     |

### **PLAN REVIEW DATE**

The plan is reviewed annually and following any significant incident or organisational change. A summary of testing outcomes and material incidents will be reported to the Board.

## PLAN ACTIVATION

### CIRCUMSTANCES

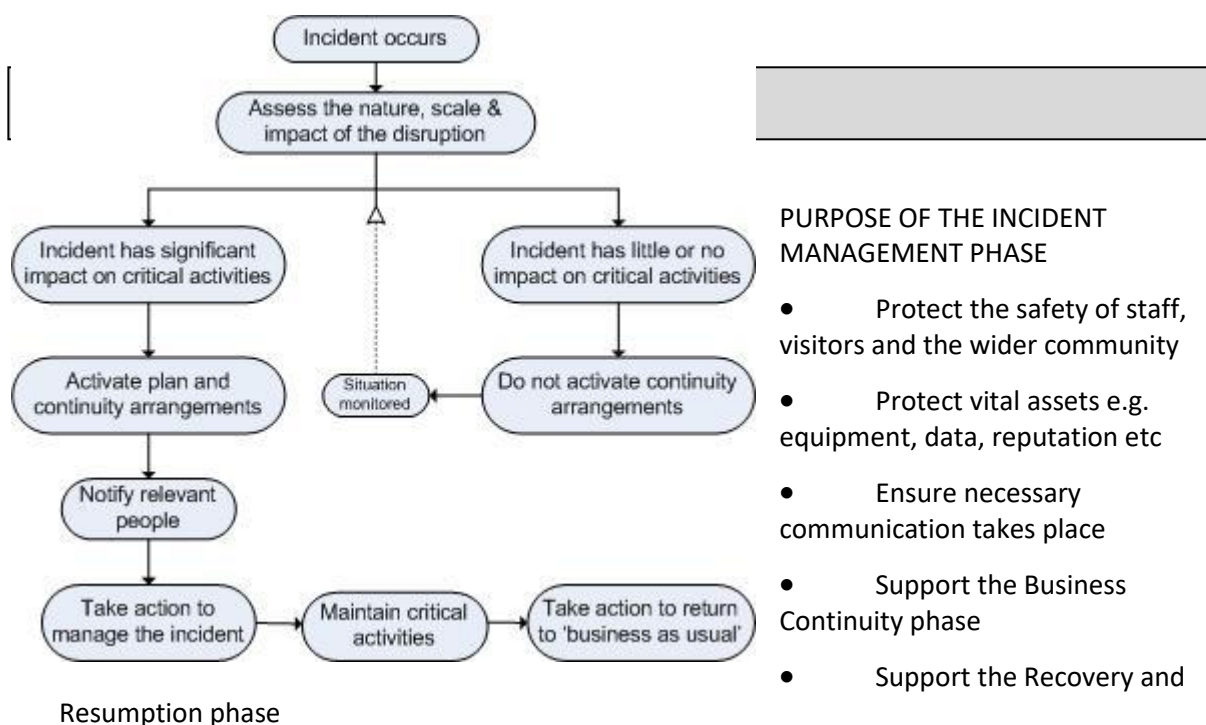
This Plan will be activated in response to an incident causing significant disruption to normal service delivery/business, particularly the delivery of key or critical activities. Examples include but are not limited to:

- 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
- Serious safeguarding or reputational incidents

### RESPONSIBILITY FOR ACTIVATION

Matthew Betteridge, CEO, or delegated senior manager, will normally activate and stand down this Plan. Authority to activate does not rely on physical presence in the office.

### PROCESS FOR ACTIVATION



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

The Incident Lead or delegated Operations Lead is responsible for ensuring these actions are completed.

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

| □ <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>The Incident Lead or delegated Operations Lead is responsible for ensuring these actions are completed.                                                                                           |
| 3.             | Call emergency services (as appropriate)                                                                                                                                       | <b>TEL: 999</b><br>The Incident Lead or delegated Operations Lead is responsible for ensuring these actions are completed.                                                                                                                                                                                                 |
| 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>The Incident Lead or delegated Operations Lead is responsible for ensuring these actions are completed.                                                                                             |
| 5.             | Ensure log of incident is started and maintained throughout the incident phase                                                                                                 | Logging must record decisions taken and deliberately not taken, including rationale, to support audit and regulatory review.                                                                                                                                                                                               |
| 6.             | Record names and details of any staff, contractors or visitors who may have been injured or distressed in the incident.                                                        | The Incident Lead or delegated Operations Lead is responsible for ensuring these actions are completed.<br>The log must record: <ul style="list-style-type: none"> <li>• decisions taken and decisions not taken;</li> <li>• rationale for decisions;</li> <li>• key communications;</li> <li>• costs incurred.</li> </ul> |
| 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 Uday Valjee <a href="mailto:uday.Valjee@onecall24.co.uk">uday.Valjee@onecall24.co.uk</a><br><br>The Incident Lead or delegated Operations Lead is responsible for ensuring these actions are completed.                                                                   |
| 8.             | Assess impact of the incident to agree response / next steps                                                                                                                   | The Incident Lead or delegated Operations Lead is responsible for ensuring these actions are completed.                                                                                                                                                                                                                    |
| 9.             | Log details of all items lost by staff, visitors etc as a result of the incident                                                                                               | The Incident Lead or delegated Operations Lead is responsible for ensuring these actions are completed.                                                                                                                                                                                                                    |
| 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.

The Communications Lead (CEO or delegated Director) is responsible for approving all internal and external communications. Communications must be timely, accurate, proportionate, and controlled through a single source.

## ACTIONS TO SUPPORT BUSINESS CONTINUITY

| □  | 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:<br><a href="https://bms.storm-it.com">https://bms.storm-it.com</a> // <a href="mailto:support@storm-it.com">support@storm-it.com</a> |
| 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. E.g. work mobiles. |
| 4. | Publicise the interim arrangements for delivery of critical activities                  | Ensure all stakeholders are kept informed of contingency arrangements as appropriate<br><br>This will be done by telephone.                                                                                                      |

Storm IT remains the designated external provider responsible for system recovery, cyber containment, and data restoration and integrity assurance.

## BUSINESS IMPACT ANALYSIS

The Business Impact Analysis identifies the following critical activities and recovery objectives:

| ACTIVITY                          | MAXIMUM TOLARABLE DITRUPTION | TARGET RECOVERY |
|-----------------------------------|------------------------------|-----------------|
| Client & candidate communications | 24 hours                     | 4 hours         |
| Shift fulfilment & resourcing     | 24 hours                     | 4 hours         |
| Payroll processing                | 48 hours                     | 24 hours        |
| Client invoicing                  | 72 hours                     | 48 hours        |
| Safeguarding & incident reporting | Immediate                    | Immediate       |

## 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                  |                                                                                                    |

Where prolonged disruption occurs, recovery may involve permanent changes to working arrangements or locations, subject to Board oversight.

## BUSINESS CONTINUITY PHASE

The purpose of the business continuity phase of response is to ensure that critical activities continue or are resumed as quickly as practical during disruption.

The Business Continuity Team will refer to the BIA to inform:

- prioritisation of activities;
- allocation of resources;
- deployment of alternative working arrangements.

## CRITICAL ACTIVITIES

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

|    | Brief Description of Critical Activities                                     |
|----|------------------------------------------------------------------------------|
| 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:

|    | Brief Description of Non-Critical Activities                                     |
|----|----------------------------------------------------------------------------------|
| 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.                                              |

Non-critical activities may be deferred or suspended to enable resources to be diverted to critical service delivery.

## BUSINESS CONTINUITY ACTIONS

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

|    | ACTION                                                                                                 | FUTHER INFO/DETAILS                                                                                                                                                                                                                   |
|----|--------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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><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.                                             |

All decisions and actions — including decisions not taken — must be logged with rationale to support assurance and learning.

## RECOVERY AND RESUMPTION PHASE

The purpose of the recovery and resumption phase is to restore normal working practices.

Where disruption is prolonged, recovery may involve operating under amended or permanent working arrangements, subject to Board oversight.

## RECOVERY AND RESUMPTION ACTIONS

|    | ACTION                                                                                                                                     | FUTHER INFO/DETAILS                                                                                                                                                                                            |
|----|--------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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.                                                                              |

## POST-INCIDENT REVIEW AND LEARNING

Carry out a structured debrief and complete an Incident Report to:

- document lessons learned;
- identify improvement actions;
- assign ownership and timescales.

This Plan must be reviewed and updated following significant incidents or exercises, and revised versions communicated to relevant role holders.

### Review

This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.