

# Business Continuity Plan



Chigwell London Ltd

Compiled By:

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Health, Safety & Business Manager

Reviewed: 1<sup>st</sup> January 2017  
Next Review: 1<sup>st</sup> January 2018  
or sooner where circumstances dictate

## Introduction

### Distribution List

<b>Copy Number</b>	<b>Name</b>	<b>Location</b>
001	Dean Floyd	Head Office (H/O)
002	Angela Wilcock	H/O
003	Andrew Monksfield	H/O
004	Kelly Heath	H/O
005	Di Bonnici	H/O
006	JJ	West London Office

**If you have any suggested changes to this plan, please notify**

**Andrew Monksfield HSQE Manager**

### **References and related documents**

<b>Document Title</b>
Quality Manual
Fire Risk Assessment
IT Service Agreement
Policies & Manuals

### **Aim of this Plan**

This document is designed to assist planning with emergencies that result in access being restricted to the Head Office premises, or emergency situations that affect all or a significant part of the Company's operations.

### **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

The Company Secretary and Managing Director shall be responsible for maintaining specific arrangements covering potential emergencies. These shall include, but not be limited to:

Priority	Critical Function
1	Fire – Safety
2	Structure or Building Collapse
3	IT Failure
4	Vehicle Accident
5	Gas leaks
6	Flu Pandemic
7	Asbestos Release
8	Fire – Environmental
9	Fuel Spillage
10	Flooding
11	Chemical / Paint Spillage

This list can be used during an emergency to assist your decision making when compiling an Action Plan as to which function needs to be reinstated first.

## **Data Back-ups**

Computerised records held on the network shall be backed-up on a daily basis by the Receptionist, usually at the end of the day. The back-up will be made onto jumbo tapes, identified by the days of the week and used in rotation (fortnightly). The tape used must be removed from site at the end of the day and shall be automatically recorded on the network back up record.

The Company Secretary shall be responsible for undertaking a back-up of computerised Accounts Data at the end of each working day. Three back-up tapes, identified by A, B and C shall be used in rotation. The most recent tape must be removed from site and the other two kept in the fireproof safe. A record of the back-up shall be made automatically by the computer.

Members of staff with a stand-alone computer will be responsible for undertaking their own backups at a frequency appropriate to the importance of the information or records held on the computer. The Company Secretary shall oversee the backing-up of such systems.

Should a situation arise that causes normal business operations to fail to be provided, the Managing Director or the most Senior Manager will confirm the necessary action.

## **Business Continuity Strategy**

- Ensure the security of the site and the building at all times.
- Ensure that people allowed access are deemed to be appropriate.
- Follow guidelines issued by authorised government departments or agencies, including the emergency services and / or the armed forces.
- Evaluate the available staff resource, then prioritise to enable:
  - 1) Structured internal reporting and communication hierarchy
  - 2) Efficient external communications
  - 3) Critical service provision
  - 4) Support & administration processes
- Maintain optimal housekeeping - enforce clear desk policies and total control of materials and resources. This will enable an efficient re-start of normal business.
- Advise our business insurers of the situation.
- Advise regulatory bodies of the situation.
- Advise our legal team of the situation.
- Maintain all communication systems, Telephones (landline and mobile), Fax, email and vehicles, also radio and television reception.
- Maintain contact with utility suppliers for information on service & supply continuity.
- Advise customers according to the current instruction issued by a Company Director or the appointed Senior Manager. If no instruction is available, the advice to customers is that they will be contacted with an update in 24 hours.

- Maintain contact with customers and suppliers, update business plans and delivery schedules to provide guidance to customers.
- Where reasonable, maintain contact with staff unable to attend work.
- Review resources for capability to provide a minimum level of business continuity, where it is considered minimum business cannot be maintained, agree with all staff a schedule for contact to review the situation.

## Analysis Table

### Risk Matrix Score

**A** = HIGH Likelihood and HIGH Impact

**B** = LOW Likelihood and HIGH Impact

**C** = HIGH Likelihood and LOW Impact

**D** = LOW Likelihood and LOW Impact

Hazard	Likelihood	Mitigation in Place	Impact	Risk Matrix Score
Fire	Low	✓	High	<b>B</b>
Structure or Building Collapse	Low	✓	High	<b>B</b>
IT Failure	Low	✓	High	<b>B</b>
Vehicle Accident	Low	✓	Low	<b>D</b>
Gas Leaks	Low	✓	Low	<b>D</b>
Flu Pandemic	Low	✓	High	<b>B</b>
Asbestos Release	Low	✓	Low	<b>D</b>
Flooding	Low	✓	High	<b>B</b>
Chemical Spillage	Low	✓	Low	<b>D</b>

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 your 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:

## Key Contact Sheet

<b>Contact</b>	<b>Office Number</b>	<b>Mobile Number</b>	<b>Useful information</b>
Dean Floyd (Managing Director)	0208 500 4100	07831 830 385	Managing Director
Angela Wilcock Contracts Manager	0208 500 4100	07825 940 566	Contracts Manager
Tim O'Prey Contracts Manager	0208 500 4100	07795 495 512	Contracts Manager
Julie Flageul P.A.	0208 500 4100	0208 500 4100	P.A.
Andrew Monksfield HSQE Manager	0208 500 4100	07825 940 568	HSQE Manager
Di Bonnici Receptionist & Archiving	0208 500 4100		Reception and archiving
JJ Site Supervisor		07786 514 161	Site Supervisor – West London Office
Sean (I.T)		07720 774 069	I.T Consultant



## Log Sheet

Date	Time	Information / Decisions / Actions	Initials