

Business Continuity Plan

Little Gem Media



Maintaining this document is the responsibility of Harriet Dormer – Head of Production

This document will next be reviewed on: 31/12/1019

The following

Unit 18-20, Shepherds Building, Charecroft Way, London, W14 0EE

Copies of this document can be found:

On the server and in the cloud

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How to use this template

Italic text is guidance to help you complete your business continuity plan

Normal text is an example of how sections can be completed. Use this text, edit it, or replace it entirely.

Recommended Maintenance

This lays out how often this document should be updated. Some information will change frequently, some less so.

Items which may need to be updated regularly include:

- *Team members*
- *Managers' responsibilities*
- *Applications (new or significant changes to existing)*
- *Insurance provider and contact details*
- *Internet / telephone provider and contact details*
- *Staff contact details*

Business Continuity Overview

Purpose

The purpose of this plan is to prepare our business in the event of extended service outages caused by factors beyond our control and to restore services to the widest extent possible in a minimum time frame.

Outcome

The outcome of this plan is to ensure that the business is able to maintain a good level of service for our customers

Plan objectives

- Serves as a guide for those implementing our business continuity plan
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery.

Key staff

This section should detail the responsibilities held by key staff members when this plan is enacted. For example:

If a disaster occurs the members of our team tasked with enacting this plan are:

- Ben Gale (Managing Director)
- Natasha Bondy (Creative Director)
- Harriet Dormer (Head of Production)

Staff Welfare

It must be recognised that an incident that results in the enacting of this plan may also cause additional pressures for staff. Staff members need to be given clear direction about the priorities of the business. Managers must ensure that they monitor staff more closely to ensure that their welfare is maintained.

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 a different location than normal.

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.

Communicating with staff

In this section include details about communicating with staff, and how staff should communicate with customers and others, in the event of a disaster.

Things to consider:

- Communication to staff when this plan needs to be implemented will come from one person, either Ben, Natasha or Harriet (depending upon the incident)
- Primary communication channel will be email unless email is unusable in which case text or phone will be the next form.
- Contact details for staff are stored on the server which can be accessed remotely. Also key members of staff contact details are stored on the phones of those who will implement the plan.
- Only that information which needs to be shared for safety and understanding reasons will be shared
- Any media queries will be filtered through Ben, Natasha or Harriet who will involve the PR team if required.
- Customers will only be informed if it impacts upon delivery or programming within the agreed timeframe

Equipment

This section details how mission-critical equipment will be allocated or replaced (or not) in the event of an incident.

Things to consider:

- Where possible if it is not practicable to come into the office staff will be asked to work from home on their own equipment. If this is not an option equipment will be sent to them.

- Contact will be made with Redefine IT to ensure that people are able to access the offsite server.

Scenario 1

Premises incident

A premises incident can include flood, fire, or any other disaster that renders our office inaccessible.

Step 1: Evacuation of premises & safeguarding of staff

In office hours

Action	Details	Responsible Person(s)
1. Evacuate the building	Follow normal fire drill procedure	Harriet Dormer – Head of Production Anita Ganju – Team Assistant
2. Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated	Harriet Dormer – Head of Production Anita Ganju – Team Assistant
3. Verify if incident is real	If false alarm, resume business as normal	Harriet Dormer – Head of Production
4. Call emergency services	999 / 112	Harriet Dormer – Head of Production
5. Record details of any injuries sustained in the incident	Use injury form available on staff intranet	Harriet Dormer – Head of Production Anita Ganju – Team Assistant
6. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Anita Ganju – Team Assistant
7. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Ben Gale (MD) Natasha Bondy (CD) Harriet Dormer (HOP)

Outside office hours

Action	Details	Responsible Person(s)
1. First person on-site to notify manager	Do not enter the building	All staff
2. Call emergency services	999 / 112	All staff
3. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	All staff
4. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Ben Gale (MD) Natasha Bondy (CD) Harriet Dormer (HOP)

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use personal mobile phones. Contact telephone provider to forward office lines to staff mobiles	Anita Ganju – Team Assistant
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	Harriet Dormer – Head of Production
Inform insurance company	Contact details: Quartz Suite C, 2 nd Floor King William House, 13 Queen Square, Bristol, BS1 4NT 0117 360 0360	Harriet Dormer – Head of Production
Inform landlord	Contact details: Workspace 020 3733 1143	Harriet Dormer – Head of Production
Post redirection	Amend Company website and inform post office for a redirect	Harriet Dormer – Head of Production Anita Ganju – Team Assistant
Inform customers	If disruption is expected, inform customers via email	Ben Gale – MD Natasha Bondy – CD Harriet Dormer – HOP

Scenario 2

Infrastructure incident

An infrastructure incident can include the loss of computer / telephony systems, internet access, or power.

Step 1: Understand the extent of the loss

Infrastructure	Details	Responsible Person(s)
Phones	Contact phone provider to ascertain extent of outage. Contact details: Oryx Align 020 7605 7890	Harriet Dormer – HOP
Internet	Contact internet provider to ascertain extent of outage. Contact details: Redefine IT 020 3141 1410	Harriet Dormer - HOP
Mains power	Contact power provider to ascertain extent of outage. Contact details: Workspace 020 3733 1143	Harriet Dormer - HOP

If outage is temporary, inform staff to stay put and await further instructions. If the outage is ongoing:

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use personal mobile phones. Contact telephone provider to forward office lines to staff mobiles	Harriet Dormer – HOP
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	Harriet Dormer – HOP

Mains power	Staff to work from home until power is restored. If power outage is widespread and staff homes are also affected contact local shared office providers to rent desk space.	Harriet Dormer HOP
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Scenario 3

Staff incident

A staff incident can include a sudden family emergency, injury or other event which renders a key member of staff suddenly unable to work.

Step 1: Ensure no service interruption

Critical activity	Details	Responsible Person(s)
1. Identify interchangeable staff	All members of staff have team members who can perform their roles, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out business-critical activities	All staff
2. Assess extent of loss	Identify whether the affected staff member's absence is likely to be temporary, longer-term, or permanent. Keep in mind this may be a difficult period for the staff member and / or their family.	Ben Gale – MD Natasha Bondy – CD Harriet Dormer - HOP

If the staff loss is temporary, support the member of staff who will be filling the gap until the absent member of staff returns. If the absence is long-term or permanent:

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
1. Recruit temporary or full-time replacement	Follow the standard recruitment procedure to find a full-time, part-time or fixed-term contract (as appropriate) replacement.	Ben Gale – MD Natasha Bondy – CD Harriet Dormer - HOP

Recovery phase

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

Action	Details	Responsible Person(s)
1. Agree and plan the actions required to enable recovery of normal working practises	Agreed actions will be detailed in an action plan and set against time scales with responsibility for completion clearly indicated.	Ben Gale – MD Natasha Bondy – CD Harriet Dormer - HOP
2. Respond to any long term support needs of staff	Depending on the nature of the incident, we may need to consider providing support services	Ben Gale – MD Natasha Bondy – CD Harriet Dormer - HOP
3. Publicise that there is now 'business as usual'	Inform customers through normal channels that our business is operating as normal	Ben Gale – MD Natasha Bondy – CD Harriet Dormer - HOP
4. Carry out a debrief of the incident and complete report to document opportunities for improvement and any lessons identified	This should be reviewed to ensure key actions resulting from the incident are implemented within designated time scales.	Ben Gale – MD Natasha Bondy – CD Harriet Dormer - HOP
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 staff.	Ben Gale – MD Natasha Bondy – CD Harriet Dormer - HOP