**BUSINESS CONTINUITY MANAGEMENT PLAN**

Business continuity management sets out a framework and a process to enable us to plan the delivery of our business during events or incidents. This process will help us to identify and manage risks and ensure that we gather information which will help us to build a simple Business Continuity Plan which, in turn, will protect our business during a business disruption.

**RISK**
It is important to consider risks that could impact on our business and to consider what measures could be implemented to help reduce or manage the identified risks. The cost of putting in place measures that reduce the risk may be costly for our business, but we need to be mindful of balancing that against the potential cost of the threat becoming a reality.

**BUSINESS CONTINUITY PRINCIPLES**
- To safeguard the safety and wellbeing of Spring North employees, volunteers, providers and partners.
- To maintain continuity of services to our members in compliance with laws and regulations.
- To protect the assets and reputation of Spring North
- To protect the environment in which we work and live.

**1. Aim of the plan**
To define clear roles, responsibilities and contingencies should an event severely disrupt the performance of the organisation to enable key business activities to continue.  Key activities include the day-to-day administration of the organisation and its services and support to members and service users, particularly those who would suffer as a result of loss of service provided.

**2. Scope**
To deliver the recovery of Spring North key business activities.

**3. Risks covered by the plan**
Severe weather
Loss of IT, including loss of data and broadband
Loss of utilities (including gas, electricity, water, telephones)

**4. Critical Business Processes**

Functions which are critical to keeping the organisation running, in order of priority, are:

- √  Communication with staff and volunteers
- √  Care of vulnerable service users
- √  Communication with member organisations
- √  Communication with sub-contractors
- √  Communication with media
- √  Restoration of access to essential premises
- √  Restoration of IT, telecoms and other essential resources
- √  Maintain security of data
- √  Finance functions (including contact with banks, insurers, accountants, restoring payroll and payment systems)
- √  Restoration of affected services

√ Restoration of communications with funders, suppliers and external bodies essential to the running of the business

## 5. Emergency Response Checklist

### 5.1 Action by individual discovering the incident
Determine type and circumstances of the incident
What happened, where, when, who, how widespread, current status
Contact emergency services if necessary
Evacuate as necessary, following organisational procedures
Ensure site safety and security
Notify the Spring North CEO

### 5.2 Initial response (by the CEO)
Immediate action to contain the incident
Check on location and safety of all staff, volunteers and service user
Collect information and take photos
Maintain access for emergency services
Refer to appropriate checklist, depending on the incident

### 5.3 Communication
Communicate the incident to the CEO
Follow up with emergency services if necessary
Consider who needs to be told and what action to take
Contact the CEO or Chairman in the absence of the CEO (only trained staff to communicate with the media)
Communicate with Board members as necessary

### 5.4 Mitigation/control
Determine potential downtime of services and activities
Review site safety and security
Contact relevant key contacts including legal and insurers

### 5.5 Incident management
Identify functions disrupted and the resultant business impact
What are the implications of these
Consider threat to reputation
What is the worst case
What are the crisis objectives
What timescales are we working to
How long do we foresee the incident lasting
Decide what to do, prioritise and timetable actions
Delegate tasks to the staff team
Start log of actions and expenses

### 5.6 Update communication
Regular communications to staff, volunteers, members and service users
Will there be media interest (only trained people to communicate with the media)
Communicate to staff not to interact with the media
Identify external communications requirements
What is the 'core' message
Consider external regulators

Deliver regular internal and external communications

### 5.7 Resourcing
Action required by when and by whom
Are specialist advisers required?
Do we need to put anyone on standby?
Can we offer assistance now to staff/site?
Resources for the team
Consider use of alternative sites/premises and co-ordinate relocation of staff and volunteers

### 5.8 Managing and reviewing actions
CEO and Chairman to hold regular review meetings
Include updates of the log and associated expenses

### 5.9 End of the incident
Communicate that the incident is over and return to business as usual
Finalise incident logs and reports and consider who needs to know
Set up review meeting
Debrief relevant staff and volunteers
Use information gained from the debrief to review and update the Business Continuity Management Plan

## 6. Business Continuity Team
The above will comprise of the Business Continuity team with support from the wider Board membership.
In case of absences or the need for additional information or skills, any other member of staff may be invited to assist the Business Continuity Plan
Each member of the Team shall maintain a copy of this plan at home.

## 7. Plan Review
The plan shall be reviewed annually by the CEO

## 8. Action Plans for Specific Incidents
Severe weather
Loss of IT, including loss of data and broadband
Loss of utilities (including gas, electricity, water, telephones)

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*The maintenance of this document is the responsibility of the CEO.*

**Signature:**

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