



reconstruct

Business Continuity Policy

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Purpose and Scope

Business Continuity Management is a process that enables the company to proactively identify the risks which might lead to a serious disruption of parts, or all of its business. The objective is to identify risks or hazards that may affect the critical activities of the Company and to ensure they can be reduced or responded to in an effective way.

The Company promotes an ethos of business continuity planning in everyday activities; the Company has a legal and moral responsibility for staff and customers and recognises the importance of this process in ensuring it can continue its activities after a disruption. Whilst the organisation does not have a statutory duty to undertake Business Continuity Planning, it may be a contractual obligation with certain Customers.

The Business Continuity plan operates across the Group, covering all brands and office locations.

Responsibilities

The Head of service is responsible for ensuring the continuity plan is implemented, monitored and reviewed.

All staff will be responsible for the implementation of this policy by co-operating fully with risk assessments and planning by implementing the continuity plans where required.

Objectives

The purpose of the Business Continuity policy is to:

- Enable the Company to commence usual operations in a timely manner as soon as possible following an incident;
- Ensure individuals are assigned with responsibility to manage and coordinate the business continuity plan to aid recovery following any disaster;
- Ensure that staff are aware of the plan and are supported following a disruptive event.

Planning

Individuals should be assigned responsibility for the overall coordination and delivery of the plan, and its specific functions in the event of a disaster including:

- Reporting and communicating progress to relevant stakeholders;
- Authorising any expenditure on recovery;
- Liaising with the Company Insurers;
- Implementing an IT recovery plan;
- Liaising with the media if applicable;
- Securing personnel records;
- Securing buildings, property, equipment and data; and

- Liaising with customers and clients.

The Leader with overall responsibility for the above functions / service areas should seek to ensure that essential tasks are assigned to individuals and that there is contingency in the event that they are not available. Cross-training is essential in key areas to avoid the loss of one or two employees having a disproportionate effect on the organisation's ability to maintain its critical functions.

Critical Functions and the Impact of Disruption

In developing an effective Business Continuity Plan, individuals across the organisation who possess a thorough understanding of the business are consulted with to ensure all critical functions/ activities are identified and to understand what the likely effect is of those functions being disrupted and the priority for recovery.

The priority functions / activities within the Group include:

- Provision of Procedures manuals;
- Training and Consultancy;
- Direct Practice work;
- Assessments
- Provision of VR
- HR services
- Finance.

To Implement BCM individuals the following questions need to be considered:

- What are the key products and services?
- What are the critical activities and resources required to deliver these?
- What are the risks to these critical activities?
- How will we maintain these critical activities in the event of an incident?
- The Business Continuity Plan is an essential tool that Managers and staff are expected to understand in the event of a disruption, and know what to do to recover from that disruption within an appropriate timescale.

Procedure for completing Business Continuity Plan

A Business Continuity plan will be reviewed and updated annually; The plan will identify the critical points of the company and will involve completing risk assessments which consider the importance of each function on the survival of the company and which estimate how quickly or easily each would be re-established after any incident and the actions which would need to be undertaken;

For each priority function / activity, the risks / hazards to those areas will be evaluated as to the likelihood of them occurring (Low, Medium or high) and the severity of the impact (Low, Medium or High);

Types of risks may include:

- Network failure
- Computer, IT or systems failure;
- Availability of staff (especially key staff);
- Adverse publicity.

By determining the likelihood of a risk / hazard occurring, then deterring the impact that hazard on the Company it is possible to view at a glance the highest risks to the Company and an informed decision whether to accept or treat the risk.

Once risks have been evaluated the recovery actions that may be appropriate should be developed. The generic list below includes some examples of the type of actions which may be necessary when an emergency occurs:

- Alerting network and IT teams
- Alerting emergency services and utility companies;
- Evacuating premises;
- Considering the health and safety issues of all staff;
- Communicating with staff on the next steps (e.g. sending them home; providing transport if necessary; and advising staff not to telephone the incident site during the initial 48 hours, except in the case of an emergency, as this could block the system);
- Limiting damage to property and equipment;
- Informing insurers;
- Redirecting communications and informing other work sites; and
- Securing systems

Once recovery actions have been completed the recovery priority should be assessed in order to identify the time period for resolution. Timescales may be in days or months depending on how critical the activity is.

Training

All staff are encouraged to read this policy as part of their induction process. Those with specific duties and responsibilities under this policy will be expected to have read and understood the business continuity plan relating to their service area. Additional training will be offered as required.

Testing and Review

This plan will be reviewed and updated regularly. It will also be reviewed and updated following:

- Operational, legal or environmental changes that may have an impact on any aspect of business continuity planning;
- An exercise or rehearsal of any aspect of the plan that reveals failures or deficiencies; and
- If an incident reveals deficiencies in the plan.

Other relevant information:

- Business continuity plan

VERSION CONTROL

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Version	Revision Date	Section Revised	Person undertaking Revision	Reason for Revision
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