

Business Continuity Management Plan

Klozers Limited

Version:1.2
Plan Owner:Joanne Waddell
Date published: 15/07/2020

Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 1 of 17
-------------------------	------------------	-------------------------------	---------	--------------

Contents

1. Introduction

- 1.1 Aim
- 1.2 Objectives
- 1.3 Scope Of The Plan

2. Recovery Objectives

3. Plan Activation Procedures & Process

- 3.1 Plan Activation Process
- 3.2 Activation of Plan
- 3.3 Workspace
- 3.4 IT Systems / Voice networks / Key data
- 3.5 Key Staff
- 3.6 Other Key Resources

4. Supporting Information

- 4.1 Staff Welfare
- 4.2 Communicating With Staff
- 4.3 Media / Public Information

5. Plan Maintenance Procedures

- 5.1 Plan validation

Appendices

- A) Staff Contact List
- B) Other Useful Numbers
- C) Summary of Recovery Resources

Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 2 of 17
-------------------------	------------------	-------------------------------	---------	--------------

Distribution List

	Name	Job Title	Email address
001	Joanne Waddell	Company Secretary	joanne@klozers.com
002	Iain Swanston	Director	iain@klozers.com
003	James Henderson	Director	James@klozers.com
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Plan Updates

It is essential that this Plan is kept up to date and it is version controlled with a clear date on front page of the plan.

If you have any suggested changes to this plan, please notify the author and owner of the plan, who's name is on the front of the plan.

This person is also responsible for updating and issuing plans. – We suggest contact lists are reviewed every 6 months and plan annually or following any significant change to the organisation or service.

If any changes to the service or personnel occur the plan should be updated and issued to the copy holders.

This plan must be exercised annually or following any significant change to the business and the exercise recorded and any improvements built back into the plan.

Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 3 of 17
-------------------------	------------------	-------------------------------	---------	--------------

1. Introduction

This plan is to be used to assist in the recovery of the Klozers Limited in the event of a major disruption to the business. A major disruption is defined as a significant incident which threatens personnel, buildings or the operational structure of the business and requires special measures to be taken to restore things back to normal.

1.1 Aim

The aim of the Plan is to set out the roles, responsibilities and actions to be taken by the business staff to re-instate the business following a major disruption

1.2 Objectives

The objectives of the plan are to

- To provide for continuity of the activities essential to the business.
- To reduce the disruption of clients, customers, employees, and services to an acceptable level.

1.3 Scope of the Document

This plan sets out details of the recovery measures to be taken in the event of a major disruption to the business.

Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 4 of 17
-------------------------	------------------	-------------------------------	---------	--------------

2. Recovery Objectives

Business activity restoration priorities have been identified against the following categories, consider the various activities your business undertakes and which are the most time sensitive needing to be restored first, this will help you plan to recover your activities :-

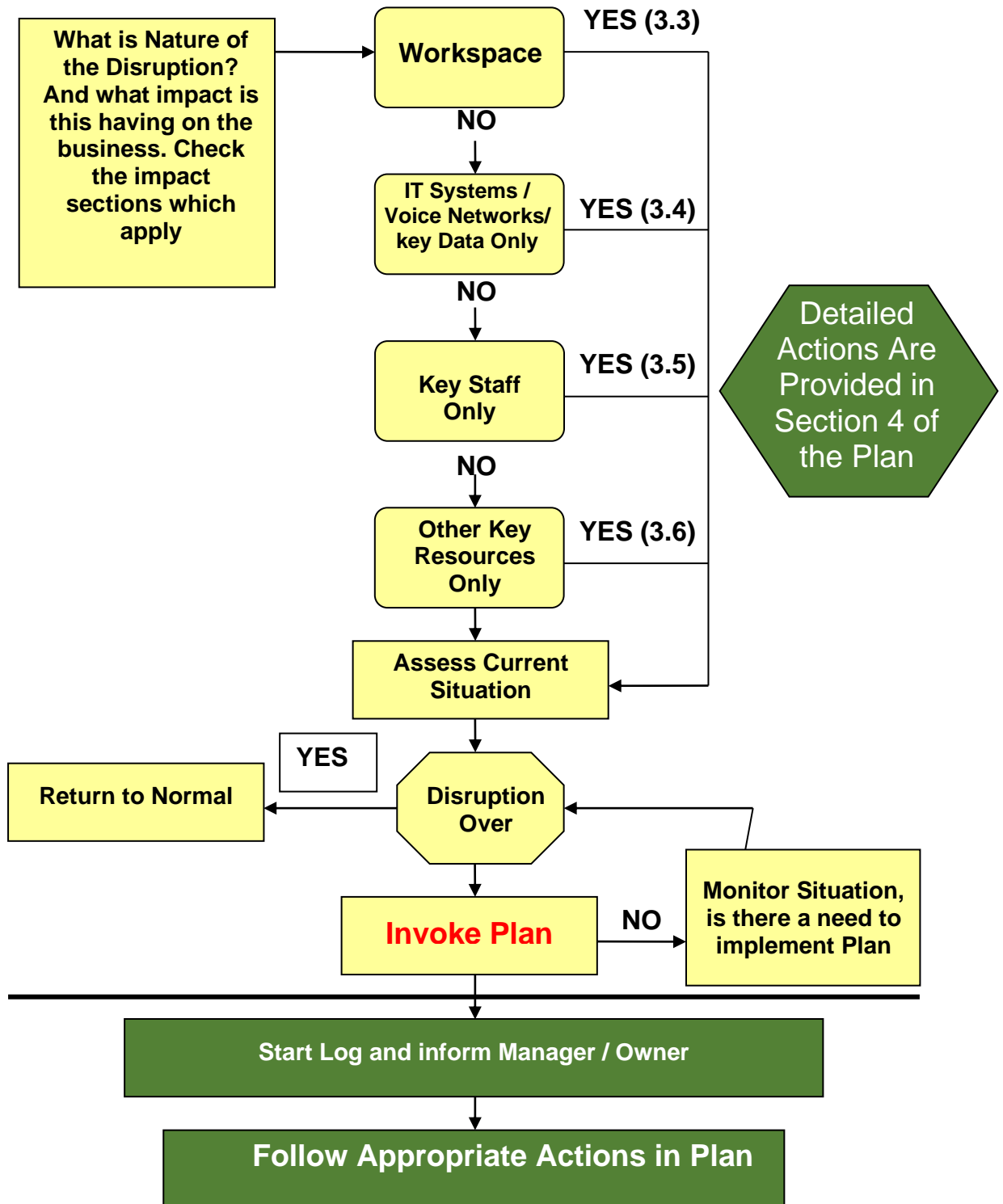
PRIORITY	Services	DEFINITION
Red	Broadband Wifi Telephone Power IT including website People	Time Critical service needing to be restored within 0-1 hour
Amber		Important service needing to be restored within 1-24 hours
Green	Premises	A service needing to be restored within 5 working days
Black		A service which can be restored progressively after 5 working days

Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 5 of 17
-------------------------	------------------	-------------------------------	---------	--------------

Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 6 of 17
-------------------------	------------------	-------------------------------	---------	--------------

3. Plan Activation Procedures

3.1 Plan Activation Process



Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 7 of 17
-------------------------	------------------	-------------------------------	---------	--------------

3.2 Activation of Plan

The **Plan owner or designated staff member** will be responsible for the activation of the Business Continuity Management Plan. At the point the plan is activated the Manager / Senior staff are to be informed. All staff members will be contacted and advised of the current situation and what their role will be in the recovery phase. Key staff contact details are listed at Appendix A.

Any other action check lists should be referred to in this paragraph.

Notification of a business interruption may originate from any source. It is envisaged however that it will come from site staff during occupation of premises, or from one of the emergency services during unoccupied periods.

The following activation sequence will normally be used when informing personnel of the activation of this plan:

- **Standby phase**
- **Implement phase**
- **Stand Down phase**

“Standby” will be used as an early warning of a situation which might at some later stage escalate and thus require implementation of this Plan. A “Standby” allows key officers time to think, brief staff, start a business interruption log and prepare for the deployment of resources should an “Implement” message be received. This is particularly important if an interruption occurs towards the end of office hours and staff may need to be asked to stay at work until the situation becomes clear. Resources are not normally deployed at this stage (although this will largely depend upon circumstances) and a “Stand Down” may follow this type of alert.

“Implement” will be used to request the immediate utilisation of staff and resources in activation of the plan.

“Stand Down” will be used to signify the phased withdrawal of any services provided due to activation of the plan. The stand down order will be given by the manager who will brief staff, stakeholders and customers as appropriate.

Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 8 of 17
-------------------------	------------------	-------------------------------	---------	--------------

3.3 Workspace

Objective	Actions / Considerations
1. Establish the current situation at the affected site / workspace	<ul style="list-style-type: none"> • What has happened? • When did it occur? • Are the Emergency Services informed / on-site? • Is there access to the site? • Are the IT systems and services still running? • Who else has been informed? • How potentially serious is it? • Are there any casualties? If so, details?
2. Decide whether the Business Continuity Management Plan should be invoked? The decision will be based upon the information provided consideration should be given to:	<ul style="list-style-type: none"> • How quickly the business will be able to re-enter the affected workspace • Prevailing weather conditions • Whether the area is currently responding to an external incident • If the decision is to relocate key staff to the agreed alternative accommodation alert the site – (contact details in table below) • If the decision is made not to invoke the plan, continue to monitor the situation until such time as normal access is granted to the disrupted location.
3. Communicate with staff	<ul style="list-style-type: none"> • <i>IF EVACUATION IS NEEDED – Follow site evacuation plan taking into account staff, customer and visitor safety.</i> • <i>Keep staff informed at Assembly Points until a decision has been made about whether the building is likely to become available again soon. If the building will not be available, relocate identified key staff to the agreed alternative workspace and consider sending other staff home and tell them to await instructions. Remind them to check the in with the manager at an agreed time.</i> • <i>Out of Hours If the disruption occurs outside office hours, staff communication will be co-ordinated by the manager or their designated staff member.</i> • <i>Take the Emergency Grab bag with you.</i>

	Service / Activity	Staff to be Relocated
Alternative Accommodation Location:	n/a	n/a
Contact Name at Location:	n/a	n/a
Contact Number:	n/a	n/a

Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 9 of 17
-------------------------	------------------	-------------------------------	---------	--------------

3.4 IT Systems / Voice networks / Key data

Objective	Actions / Considerations	
1. Confirm the nature of the disruption	<ul style="list-style-type: none"> • What has happened? • When did it occur? • Which systems and/or services are affected • How potentially serious is it? • What is the estimated duration of the problem? • Who else has been informed (media officer, comms, stakeholder)? 	
2. Decide whether the Business Continuity Management Plan should be invoked. The decision will be based upon the information provided consideration should be given to:	<ul style="list-style-type: none"> • How long systems will be unavailable • Whether the systems affected are required to support the Time Critical / Important Business Activities • Whether the Area is currently responding to external incident • Inform staff that the Business Continuity Management Plan is being invoked or put staff on standby or invoke agreed manual systems to ensure that the service can continue to operate. • If the decision is made not to invoke the plan, continue to monitor the situation until such time as normal service is resumed. 	
3. Enter Specific actions or considerations if the disruption is due to non availability of IT systems / Voice networks / key data	<ul style="list-style-type: none"> • Use mobile phones where possible if our main line is down. • If Broadband is down revert to your designated wifi option. • Rerout our main switchboard number of 0131 261 8161. Contact Cheryl @ Difference Corporation Corporation on +44 (0) 844 493 1100 • Send text to all staff informing them of the status • Advise all staff to work from home until advised otherwise. • If IT systems are lost James Henderson will provide updates and in his absence Iain Swanston. • Use your designated second device and change location. <p>Please remember all our IT is Cloud based and you can access this anywhere from any device.</p>	

3.5 Key Staff

Objectives	Actions / Considerations
1. Confirm the nature of the disruption	<ul style="list-style-type: none"> • What has happened? • When did it occur? • Who and how many are affected? • Which systems and/or services are affected • How potentially serious is it? • What is the estimated duration of the problem? • Who else has been informed (Media Officer, Comms, stakeholders)?
2. Decide whether the Business Continuity Management Plan should be invoked. The decision will be based upon the information provided consideration should be given to:	<ul style="list-style-type: none"> • How long staff will be unavailable • Whether the staff are required to support the Critical / Important Business Activities • Whether the Area is currently responding to external incident • Inform staff that the business Continuity Management Plan is being invoked or put staff on standby or invoke agreed manual systems to ensure that the service can continue to operate. • If the decision is made not to invoke the plan, continue to monitor the situation until such time as normal service is resumed.
3. Enter Specific actions or considerations if the disruption is due to non availability of Key Staff	<ul style="list-style-type: none"> • Check what the business can do to support the member of staff. This could be things like transport to and from hospital, supporting their family if they are not available. Collecting and dropping off prescriptions or food supplies. Use sensitivity as in some cases they will need some privacy but be supportive. • Check the daily plan to see what customer commitments they have in the coming week and make alternative arrangements. • Check our roster and where possible re-allocate the work. • Suspend and or reduce less time critical parts of the business for example our own sales and marketing projects. • For Tender projects contact the Trainer/Coach designated to be on standby.

Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 11 of 17
-------------------------	------------------	-------------------------------	---------	---------------

Objectives	Actions / Considerations	
1. Confirm the nature of the disruption	<ul style="list-style-type: none"> • What has happened? • When did it occur? • Which systems and/or services are affected • How potentially serious is it? • What is the estimated duration of the problem? • Who else has been informed? 	
2. Decide whether the Business Continuity Management Plan should be invoked. The decision will be based upon the information provided consideration should be given to:	<ul style="list-style-type: none"> • How long resources will be unavailable • Whether the resources affected are required to support the Critical / Important Business Activities • Whether the Area is currently responding to external incident • Inform staff that the business Continuity Management Plan is being invoked or put staff on standby or invoke agreed manual systems to ensure that the service can continue to operate. • If the decision is made not to invoke the plan, continue to monitor the situation until such time as normal service is resumed. 	
3. Enter Specific actions or considerations if the disruption is due to non availability of key resources	<ul style="list-style-type: none"> • The Company Secretary has offsite access to credit cards and is authorised to make any necessary purchases they see fit for the duration of the disruption. 	

3.6 Other Key Resources

Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 12 of 17
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4. Supporting Information

4.1 Staff Welfare

It must be recognised that a business interruption may also cause additional pressures for colleagues. Team members need to be given clear direction about what the priorities of the business, which can be achieved by having well thought out and implemented continuity strategies in place. Managers must ensure that they monitor staff more closely to ensure that their welfare is maintained (e.g. regular breaks due to increased intensity or pressure of work).

Colleagues 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 home or a different location than normal. If staff are to be working from a different location ensure that they know where the location is (provide a map and or directions if necessary) and they are able to get there and get access.

4.2 Communicating with Staff

During Office Hours

If the disruption occurs during office hours then you will be communicated to via briefings from your line manager and electronically by MS Teams, Yammer, email and text.

Out of office hours

Your line manager or the designated staff member will keep you up to date by the following methods:

- Telephoning colleagues and passing on essential information.
- Mobile phone Text cascade of information if appropriate.
- Email to staff that have access to external email as appropriate.
- Face to face as appropriate. (Please note our Covid-19 Guidelines)

Information may be available via the following depending on the reason for disruption;

www.klozers.com/business-continuity

Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 13 of 17
-------------------------	------------------	-------------------------------	---------	---------------

Colleagues should feedback any comments they may have after the response phase and our service has returned to normal. This may be in the form of a structured debrief or more informally.

Line managers who suspect that colleagues have suffered undue stress or even trauma from the business disruption must consider providing assistance for those staff who have been affected.

4.3 Media / Public Information

In the event of a major disruption to the business the Company Secretary must be contacted to inform them of what has happened and the estimated length of the disruption and possible impacts of the disruption. All social media and external communications regarding the disruption must be approved by the Managing Director and in his absence the Company Secretary.

5. Plan Maintenance Procedures

The author of the plan is responsible for reviewing contact lists every 6 months and plan must be reviewed annually. Ultimately the plan owner is responsible for ensuring the plan is up to date and exercised and all audit requirements have been met.

5.1 Plan validation (exercises) / Training Schedule

Awareness training for staff to make sure they all know what to do and who will be involved. Be sensitive how you communicate your plan – phrasing ‘essential staff’ or ‘vital services’ suggests that some of your staff aren’t as important as others.

Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 14 of 17
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Appendix A

STAFF Contact Names & Numbers

To be updated 6 monthly and stored securely.

Klozers Contact Details Template

Name	Job Title	Office Contact	Mobile Contact	Home Contact
<i>Iain Swanston</i>	<i>Director</i>	<i>0131 261 8161</i>	<i>07565505969</i>	<i>n/a</i>
<i>Joanne Waddell</i>	<i>Director</i>	<i>0131 261 8161</i>	<i>07875189988</i>	<i>n/a</i>
<i>James Henderson</i>	<i>Director</i>	<i>0131 261 8161</i>	<i>07802881552</i>	<i>n/a</i>
<i>Stuart Rowell</i>	<i>Consultant</i>	<i>0131 261 8161</i>	<i>07880503216</i>	<i>n/a</i>
<i>John Anderson</i>	<i>Consultant</i>	<i>0131 261 8161</i>	<i>07976156121</i>	<i>n/a</i>

Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 15 of 17
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Appendix B

SUPPLIER Contact Names & Numbers & other key contact details.

Contractors, suppliers & useful numbers Contact Details

Organisation	Contact Name	Job Title	Office Hours Contact	Mobile Contact
Microsoft	n/a	n/a	n/a	0344 800 2400
Difference Corporation	Cheryl Phillipson	n/a	n/a	07889 410 252
Three	n/a	n/a	n/a	0333 338 1003
EE	n/a	n/a	n/a	0800 956 6000
RBS	n/a	n/a	n/a	0345 724 2424
Go Daddy	n/a	n/a	n/a	020 7084 1810

Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 16 of 17
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Services or activities:	

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Appendix C

Resource Requirements for resumption delivery of **RED** and **AMBER** services / activities.

Publication 15/07/20	Version # 1.2	Plan Owner: Joanne Waddell	Klozers	Page 17 of 17
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