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| **POLICY TITLE:** | **Business Continuity Plan** |
| Persons Responsible for Policy: | Kate Truscott - Director |
| Completion date: | 24/06/23 |
| Review date: | 24/06/25 |

# Introduction

In the event of major disruption to the business this plan is to be used to assist in the recovery of Eclipse Education.

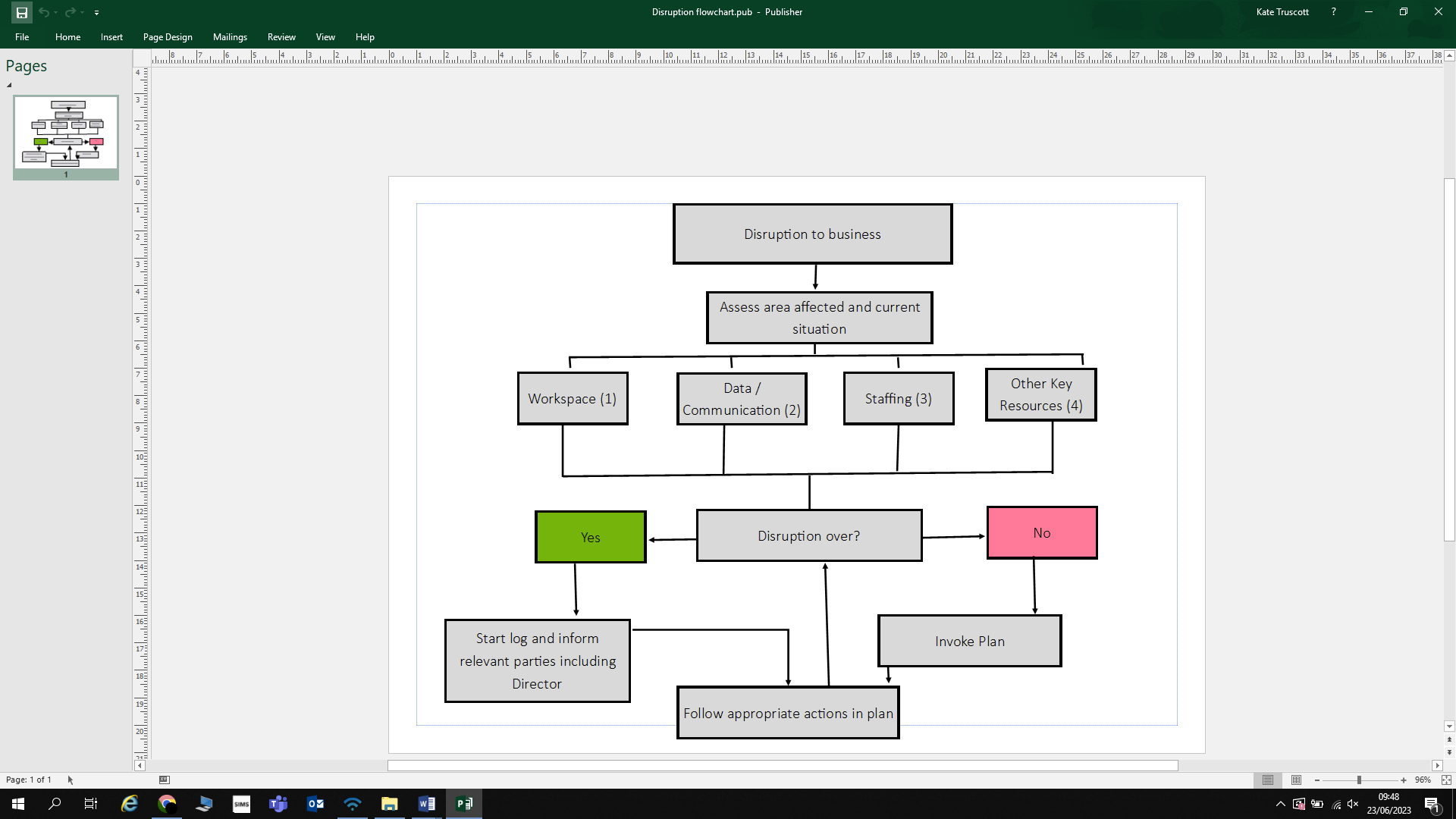
Major disruption: a significant incident which threatens personnel, buildings or the operational structure of the business and requires special measures to be taken to restore normal working practices.

This plan sets out the roles, responsibilities and actions to be taken by the business staff to re-instate the business following any major disruption with the objectives to:

* Provide for continuity of the activities essential to the business
* Reduce the disruption to clients, customers, employees, and services to an acceptable level

Restoration priorities have been identified against the following categories, considering the various activities the business undertakes and which are the most time sensitive and need to be restored first.

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| **PRIORITY** |  | **SERVICES** | **DEFINITION** |
| **Red** |  | * Electricity * Water | **Time Critical Service**   * **Needs to be restored within 0-1 hours** |
| **Amber** |  | * **Waste Services** * **Telephone** * **ICT** | **Important Service**   * **Needs to be restored within 24hours** |
| **Green** | •  • | **Booking systems**  **Admin systems** | **Necessary Service**   * **Needs to be restored within 5 working days** |
| **Black** |  | * **Supply Chain** * **Reporting to schools** | **Minor Service**   * **Can be restored progressively after 5 working days** |

**Plan Activation procedures**

## **Activation of Plan**

Kate Truscott will activate the Business Continuity Management Plan and inform all managers / senior staff. All staff will be advised of the current situation and what their role will be in the recovery phase.

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”:** Early warning of a situation which might later escalate and thus require implementation of this Plan. This gives key staff 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**”: Request immediate utilisation of staff and resources in activation of the plan.

**“Stand Down**”: 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.

## **Workspace**

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| **Objective** | **Actions / Considerations** | **Notes** |
| **What is the current situation at the affected site / workspace?** | * What has happened? * When did it occur? * Have the Emergency Services informed / on-site? Do they need to be? * Is there access to the site? * Who else has been informed? * How potentially serious is it? * Are there any casualties? If so, details? |  |
| **Should the Business Continuity Management Plan should be invoked?**  *The decision will be based upon the information provided consideration should be given to:* | * How quickly will the business be able to re-enter the affected workspace? * What are the prevailing weather conditions? * Is the area currently responding to an external incident? * Should key staff be relocated to the agreed alternative accommodation? If so, 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. |  |
| **Communicate with staff, Students and**  **Schools** | * IF EVACUATION IS NEEDED – Follow site evacuation plan taking into account staff, customer and visitor safety. * Keep staff and students 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. * Out of Hours If the disruption occurs outside office hours, staff communication will be coordinated by the Director. * Take the ‘Emergency grab-bag’ with you. |  |

## **IT Systems / Communication Systems / Key Data**

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| **Objective** | **Actions / Considerations** | **Notes** |
| **Confirm the nature of the disruption** | * 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 needs to be informed? |  |
| **Should the Business Continuity Management Plan be invoked?**    *The decision will be based upon the information provided consideration should be given to:* | * How long will systems be unavailable? * Are the systems affected are required to support the Time Critical / Important Business Activities? * Is the area 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. |  |
| **Enter Specific actions or considerations if the disruption is due to non-availability of communications / IT systems** | Some Examples of strategies:   * Instigate manual work around systems * Rerouting of calls * Accessing and making available critical data to key staff which has been protected. * Working from a secondary location unaffected by the IT issue. * If the main landline(s) are lost revert to mobile phones and give number to key staff and stakeholders. * If IT systems are lost instigate Disaster recovery plan. |  |

## **Staff**

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| **Objectives** | **Actions / Considerations** | **Notes** |
| **Confirm the nature of the disruption** | * 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 needs to be informed? |  |
| **Should the**  **Business Continuity**  **Management Plan should be invoked?**    *The decision will be based upon the information provided consideration should be given to:* | * How long staff will be unavailable? * Are these staff required to support the Critical / Important Business Activities? * Is the area 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. |  |
| **What specific actions or considerations are needed if the disruption is due to non-availability of Key Staff?** | * Change of job functions for some staff (to support the critical business activities) * Employ agency staff * Offer overtime / Time off in lieu * Suspend less time critical parts of the business * Consider out sourcing some services if possible until you are ready to restore them. |  |

## **Other Key Resources**

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| **Objectives** | **Actions / Considerations** | **Notes** |
| **Confirm the nature of the disruption** | * 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 needs to be informed? |  |
| **Should the Business Continuity Management Plan be invoked?**    *The decision will be based upon the information provided consideration should be given to:* | * How long will resources be unavailable? * Are these staff required to support the Critical / Important Business Activities? * Is the area 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. |  |
| **What specific actions or considerations are needed if the disruption is due to non-availability of Key Staff?** | * Arrangements/contracts to hire / borrow / purchase replacement resources from suppliers. * Protective measures for resources e.g. not having all resources at one site/shop/office. |  |

# Supporting Information

## **Staff Welfare**

A business interruption may also cause additional pressures for staff. Staff 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 monitor staff closely to ensure that their welfare is maintained (e.g. regular breaks due to increased intensity or pressure of work).

Clear and concise communication is pivotal to an organised response. Staff should be aware of what their role is when a major disruption occurs. Staff must be made aware of what communication methods are going to be used. If staff are to be working from a different location ensure that they know where the location is and they are able to get there and get access.

## **Communicating with Staff**

### During Office Hours

If the disruption occurs during office hours then staff can be communicated with via briefings from the managers and electronically by email.

### Out of office hours

The Director will keep staff up to date by the following methods:

* Telephoning staff and passing on essential information.
* Text cascade of information if appropriate.
* External email to staff.
* Face to face as appropriate.

Information may be available via the following depending on the reason for disruption; Eclipse Education 07736286117 [eclipseeducationltd@gmail.com](mailto:eclipseeducationltd@gmail.com)

After the response phase and service has returned to normal staff should be given the opportunity to offer feedback any comments.

Managers must consider providing assistance for any staff members who have suffered undue stress or even trauma from the business disruption.

**Plan Maintenance Procedures**

Contact lists must be checked every 6 months and plan must be reviewed annually.

**Plan validation (exercises) / Training Schedule**

Awareness training for staff to make sure they all know what to do and who will be involved.

**Risk Assessment and Continuity Planning**

Risk assessments will be amended / developed following knowledge gained from the disruption and staff feedback.

See appendix D

**Staff Contact Names and Numbers**

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| **Name** | **Job Title** | **Office Contact** | **Mobile Contact** | **Home Contact** |
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**Supplier Contact Names and Numbers**

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| **Organisation** | **Contact Name** | **Job Title** | **Office Hours**  **Contact** | **Mobile Contact** |
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A list of students and referring school with contact details are available via the IT system.

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

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| **Services or activities:** |  |
| **Staff:** | **Mrs Kate Truscott** |
| **Agreed Accommodation** | Following major incident and disruption at the business premises, contact schools of students in care and send them home.  Inform schools of the length of time the disruption is expected. Cancel students for forthcoming days dependent on disruption    **Location:** Return to home office  **Contact Name :** Mrs Kate Truscott  **Contact Number:** 07736286117 |
| **Systems (IT & IS):** | Return to home offices while business premises is out of action |
| **Hard Data:** |  |
| **Other Resources:** |  |

**Risk Assessment and Continuity Planning**

Likelihood = Low / Medium / High Impact = Low / Medium / High

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| **Risk** | **Likelihood** | **Impact** | **Control Measures** | **Possible Further Action** |
| Loss of Staff | Medium | High | Use temporary staff from agency |  |
| Flooding | Medium | High | Return to work from home, contact schools and send students home |  |
| Fire completely destroying all of or part of the premises | Low | High | Return to work from home, contact schools and send students home |  |
| Theft of computer equipment or office equipment | Low | Medium | Purchase/Rent IT equipment, plan for practical activities,  consult with insurance  company |  |
| Loss of Staff (Serious incident or accident) | Low | High | Use temporary staff from agency |  |
| Vandalism or smashing of premises window frontage | Low | High | Call out glazier, corner off effected areas in premises, board broken windows as a temporary measure |  |
| Loss or corruption of IT Data | Low | Medium | Back to cloud storage |  |
| Loss of  telecommunications | Low | Low | Use of mobile phones |  |
| Loss of electricity | Low | Medium | Hand mix cement, consider  practical activities that require no power |  |
| Loss of water | Low | Medium | Purchase bottled drinking water, use to flush toilet |  |
| Storm Damage | Low | Medium | Corner off effected areas in premises, board broken windows as a temporary measure |  |
| Fuel Shortage | Low | Low | N/A |  |
| Terrorist threat | Low | High | Lockdown procedures |  |
| External factor preventing access to premises e.g. fire, police incident, traffic accident | Low | Medium | Return to work from home, contact schools and send students home |  |
| Loss of key partner or supplier | Medium | High | Source new supplier |  |
| Disruption due to industrial action | Low | Low | N/A |  |
| Disruption due to public transport network | Low | Medium | Use of personal transport |  |