

Company Name: Integrative Supported Living Care

<b>Policy No: 03-4300</b>	<b>Authorised: Pellagia Margolis</b>	<b>Date: 15/01/2020</b>
<b>BUSINESS CONTINUITY PLANNING POLICY</b>		

*This Policy describes the measures to be taken at the Organisation to ensure continuity of service delivery in the event of an emergency that causes major disruption to critical systems and procedures.*

*This is also known as a DISASTER RECOVERY POLICY or a CRISIS MANAGEMENT POLICY:*

**A: KEY PRINCIPLES:**

1. The purpose of this Policy is to describe in broad terms how Integrative Supported Living Care will minimise major disruption to care service delivery and, in the event of a major incident, how recovery of the critical services that support the Organisation will be achieved.
2. Critical events will primarily focus on the Organisation's premises and management facilities.
3. In all aspects of service delivery there will be a need to safeguard and prioritise the special needs of service users who are likely to be the most vulnerable through age, physical disabilities, learning difficulties, and those with mental health disorders.

**B: CRITICAL EVENTS & RECOVERY ACTION PLANS:**

1. The tables on pages 2 and 3 of this Policy list the *Critical Events* that could constitute an emergency or a crisis for the Organisation through severe disruption of the day-to-day running of the business. For the purposes of this Policy, Critical Events are classified as Type A (incidents that will have a short-term effect upon the business), and Type B (incidents that can have a longer-term or far-reaching detrimental effect upon the business). In each instance the following factors will be identified:
  - 1.1 Identification of a Critical Event and the need for management to establish a *Recovery Action Plan* detailing the action that will need to be taken to ensure preservation and continuity of the business. This will include identification of the point at which a Recovery Action Plan is triggered.
  - 1.2 Establishing the expected outcomes in the short and long terms, and undertaking testing ("dummy runs") of Recovery Action Plans to verify their effectiveness and to validate the processes.
  - 1.3 Establishing a *Critical Time Allowance (CTA)*. This will be the maximum period of business inactivity that can be tolerated before the service becomes compromised. *It must be possible to fully implement the Recovery Action Plan within the Critical Time Allowance.*
  - 1.4 Identification of a *Project Leader*. This will be a staff member who will assume management responsibility for putting Recovery Action Plans into practice, and will include establishing effective reporting relationships with other staff, as appropriate.
  - 1.5 Close monitoring of the progress of the Recovery Action Plan to ensure that it successfully remains on track. *Form No 2-107 (Incident & Action Log)* will be used as a Project Tracking Form.
2. This Business Continuity Planning Policy will form an essential part of staff training plans to ensure total awareness of action to be taken in the event of an emergency.
3. This Business Continuity Planning Policy will be subject to review on an annual basis.

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**FORMS REFERENCES:**

Form No: 2-107 Incident &amp; Action Log

**CRITICAL EVENTS THAT COULD ADVERSELY AFFECT THE BUSINESS:**
**Type A: SHORT-TERM INCIDENTS:**

CRITICAL EVENT	DETAILS	RECOVERY ACTION PLAN  ( — expand & complete as appropriate to the business — )
A1. NATURAL DISASTERS	Flooding through heavy rain or burst pipes.  Structural damages to premises following a storm.	Project Leader: _____ Date: _____ CTA: _____
A2. LOSS OF POWER	Power cuts resulting in inability to use IT or telecom systems.	Project Leader: _____ Date: _____ CTA: _____
A3. IT SYSTEM FAILURES	System crash and lack of proper back-up facilities (cloud storage etc).  Attack by hackers / viruses.	Project Leader: _____ Date: _____ CTA: _____
A4. THEFT, BURGLARY OR VANDALISM	Theft of computer equipment, resulting in data loss.  Vandalism to property resulting in delays to service.	Project Leader: _____ Date: _____ CTA: _____
A5. RESTRICTED ACCESS TO PREMISES	Unable to enter premises through bomb scare, gas leak etc.	Project Leader: _____ Date: _____ CTA: _____

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B6. CRISES AFFECTING SUPPLIERS	Key material supplies are interrupted through critical events at the suppliers.	Project Leader: _____ Date: _____ CTA: _____

**CRITICAL EVENTS THAT COULD ADVERSELY AFFECT THE BUSINESS:**
**Type B: LONGER-TERM INCIDENTS:**

CRITICAL EVENT	DETAILS	RECOVERY ACTION PLAN <i>(— expand &amp; complete as appropriate to the business —)</i>
B1. OUTBREAK OF INFECTION AMONG STAFF	Leads to serious staff shortages (see B4. below)	Project Leader: _____ Date: _____ CTA: _____
B2. ENFORCED SUSPENSION OR CLOSURE OF BUSINESS	Regulatory Enforcement Notices (e.g. Regulatory Authority, Environmental Health, Fire Officer, Health & Safety Executive).	Project Leader: _____ Date: _____ CTA: _____
B3. FIRE AT PREMISES	Loss of facilities, equipment and data.	Project Leader: _____ Date: _____ CTA: _____
B4. LONG-TERM SHORTAGE OF STAFF	Loss of staff through illness, resignations, etc, and inability to replace staff quickly either with temporary (Agency) staff, or with permanent staff.	Project Leader: _____ Date: _____ CTA: _____

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B5. TERRORIST ATTACKS	At location of premises, denying access and leading to massive disruption of the business.	Project Leader: _____ Date: _____ CTA: _____
B6. FINANCIAL PROBLEMS	Cash-flow or solvency problems which could compromise on-going service delivery.	Project Leader: _____ Date: _____ CTA: _____