

**Issue 1: 1 February 2017**

## **Business Continuity Plan**

### **Introduction**

**MyCommunitySpace** is committed to ensuring business continuity in the event of an unplanned crisis or incident. This document aims analyse events that could impact the business continuity of

**MyCommunitySpace** and identify actions to be taken to mitigate and minimise the risk and exposure caused.

### **Scope**

The policy applies to all employees directly employed by **MyCommunitySpace**, and to workers employed via agencies, contractors and Trustees.

### **Policy**

**MyCommunitySpace** is committed to undertaking the required level of planning to ensure that business continuity is maximised in the event of an incident being identified and implementing the necessary actions to protect the safety and welfare of staff, visitors and the public.

### **Elements of Business Continuity**

For the purposes of contingency planning, this plan is dealt with as follows:

- **People** - loss of key staff or skills e.g. above normal levels of absenteeism due to illness
- **Premises** – loss of access to premises due to serious incident including fire or flood
- **Equipment** - Loss of critical systems e.g. ICT failure

### **People**

**MyCommunitySpace** is a charity, currently with no staff and relying upon consultants.

### **Premises**

The nature of the business means that **MyCommunitySpace** has no premises.

## Equipment

The use of cloud-based IT systems and tools by **MyCommunitySpace** reduces the likelihood of a catastrophic failure of systems and tools. By ensuring that the correct people have access to the right documentation and information and that backups are taken of critical information minimises any impact of such a failure.

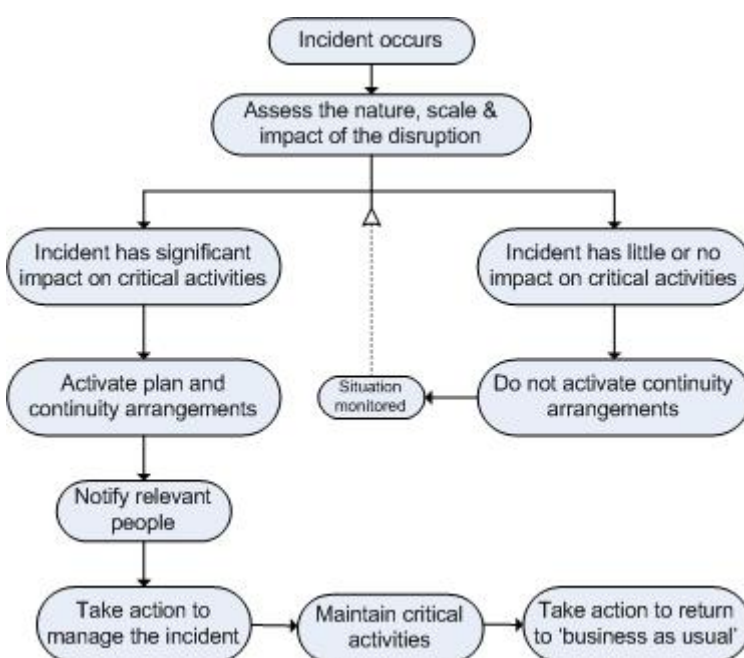
Where it is necessary to keep specific files locally, for example a centre specific document, it is important to ensure all staff are aware of the location and have access to it in the absence of its creator.

**Appendix A** details the generic mitigations and activities that need to take place to ensure business continuity.

**Appendix B** details the centre specific details and action to be taken in the event of an incident. These may be different depending on the timescales involved and these should be identified accordingly. All enterprise centres will develop and communicate the Centre Specific actions required in the event of an incident being identified.

In the event of one of **MyCommunitySpace** premises (if applicable) being out of action for medium or long term, negotiations with partner organisations will commence to relocate to an alternative location.

## Process for Activation



Upon identification of an incident, a decision will be made by the Business Continuity Team (BCT) to assess the severity and potential risks/ impact of the incident and to initiate the Business Continuity Plan.

### Communication

This policy will be briefed to all staff on its introduction and thereafter included in the staff induction.

### Testing the Plan

Site specific plans will be produced by MyCommunitySpace using Appendix B and reviewed annually as a minimum. Copies should also be held centrally.

Tests should be made to ensure the accuracy of the information contained within the site specific plans.

### Review

This document is subject to an annual review unless there are any major changes in the workplace or legislation requiring more urgent consideration/ action.

A handwritten signature in blue ink, appearing to be 'AMG', is positioned above the signature label.

Chairman's Signature:

Date:

1 February 2017

## Appendix A

### General Mitigations

|                 | Issue/ Risk  | Mitigation(s)  |
|-----------------|--|--|
| <b>People</b>   | Illness/ Sickness - extensive period                             | Employers liability insurance is in place and adequate<br>Robust contingency plans, processes and procedures are in place to remove single point of failure<br>Management and application of sickness & absence policy to eliminate fraudulent use |
|                 | Illness/ Sickness - contagious disease                           |  |
|                 | Visitor / dangerous person(s)                                    | MyCommunitySpace staff have visibility of customer visitors to centres and potential issues  |
|                 | Resignation of key staff   | Robust contingency plans, processes and procedure are in place to remove single point of failure   |
|                 | Extensive absence for other reason maternity leave (for example) | Allow adequate planning and handover where practicable<br>Robust contingency plans, processes and procedure are in place to remove single point of failure   |
|                 |  |  |
| <b>Premises</b> | Denial of access   | Implement short term home working of MyCommunitySpace employees<br>Depending on duration identify suitable alternative premises  |
|                 | Significant accident requiring medical assistance                | See centre specific BCP  |
|                 | Fire   | See centre specific BCP  |
|                 | Flooding   | See centre specific BCP  |
|                 | Gas leak   | See centre specific BCP  |
|                 | Bomb/ terrorism threat   | See centre specific BCP  |
|                 | Legal/ regulatory action   | Ensure compliance with legislative requirements and continuous review/ audit/ check  |
|                 | Power failure  | See centre specific BCP  |
|                 |  |  |

## Appendix A

|                  |                           |  |
|------------------|---------------------------|--|
| <b>Equipment</b> | IT systems                | Ensure all relevant staff have access to key documentation<br>Robust back-up processes                                       |
|                  | Telephony & comms systems | Diversion of telephone line to appropriate numbers<br>Revert to mobiles/ home phones as applicable and depending on duration |
|                  | Access systems            | Implement processes to repair/ over-ride/ disable electronic access systems as required                                      |
|                  | Key suppliers             | MPRIT – IT systems and telephony<br>BT – telephony   |
|                  |                           |  |

## Appendix B

Site: \_\_\_\_\_

Produced By: \_\_\_\_\_

|  | Type of Event                               | Emergency Actions | Emergency Numbers |
|--|---|-------------------|-------------------|
|  | Accident requiring urgent medical attention |                   |                   |
|  | Fire  |                   |                   |
|  | Flooding                                    |                   |                   |
|  | Gas Leak                                    |                   |                   |
|  | Bomb/terrorism threat                       |                   |                   |
|  | Mains Electricity failure                   |                   |                   |
|  | IT Failure                                  |                   |                   |