

A Business Continuity Plan – Working Document

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1. Introduction

This plan identifies a process for the business's response to a major incident affecting its infrastructure [e.g. fire, contamination of the workplace, severe weather, significant loss of personnel and/or resources]. The plan concerns itself with the details of a response for those incidents that can affect the service to the customers. Upon notification of an incident the Owner, key holder or nominated person will assess the impact and its implications, as well as decide whether to activate the plan.

The plan identifies how the response will be managed. The plan does not provide specific answers for each type of emergency but rather an initial framework for dealing with it. Different detailed responses will be required for different situations and these cannot be anticipated in advance with absolute reliability.

2. Aim

The aim of this Business Continuity Plan is to mitigate the effects of any incident that might occur within or adjacent to the business premises, which could disrupt the core activities to such an extent, that it may cause loss of service to customers and/or require the relocation of the business.

3. Objectives

- Identify the range of incidents likely to affect the operation of the business
- Identify the operational functions likely to be affected by these incidents
- Establish how the plan will be activated and function
- Provide clearly defined courses of action
- Provide a timely and orderly recovery of the business
- Identify 'recovery' resources and functions
- Identify critical systems and functions and define alternative procedures
- Identify additional short term resources required for supporting partial operation
- Identify those who must be notified of the incident and kept informed
- Document the location of data (electronic and paper) in off-site storage

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4. The following incidents may affect the business's ability to provide a full and efficient service to the customers without remedial action.
- Total or partial loss of premises
 - Utility failure – Telephones, Water, Electricity
 - Information technology failure – Server failure, work station failure, virus
 - Failure of suppliers to deliver
 - Severe weather or Staff illness
 - Terrorist intervention – Bomb threat, suspicious mail
5. The following points will require to be considered when planning the recovery for the above-mentioned incidents. Try not to select premises that could be affected by any incident occurring to your own.

5.1 Total Loss of Premises – e.g. the business burns down overnight

Requirement	Resource	Information	Contact Numbers
Notify:	Staff	By mobile phone	Contact Numbers
	Customers with appointments	Where is information available? By mobile phone or by radio announcement	Contact Numbers and/or by radio announcement
	Insurance Company	By mobile phone	Contact Numbers
	Remaining Customers	By radio announcement, on line or by advert in local news outlets if appropriate – time allowing	Radio announcement, then consider longer term information to customers
	Owner of alternative location/premises	Requiring access to establish temporary business	Contact Numbers
	Post Office	Where and when temporary accommodation is established	Contact Numbers
	Suppliers	Where to deliver/collect stock	Contact Numbers

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Requirement	Resource	Information	Contact Numbers
Alternative accommodation: When seeking to identify alternative accommodation.			
Consider:	Complete inventory required: (You should have an inventory of the minimum amount of equipment necessary to re-establish the business)	How many?	Where from? Identify where you go to get these items now.
Main Administrative Area:	Desks, Chairs, Filing Cabinets	Minimum requirements: Stationery inventory available immediately?	List with suppliers – on call?
	Stationery	How do we recall/recover this information?	Source?
	Records	How many phones?	Where from?
	Communications	Fax machine?	
	Computers, Servers & Printers	How many and where from? Hardware Software	Normal suppliers?
	Photocopier		Where from?
	Specialist equipment: display cabinets/material, shelving counters	Where and how to obtain at short notice	Normal suppliers and/or others

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Requirement	Resource	Information	Contact Numbers
Administration	Owner's office	Complete inventory required, Office manager	Where from? Identify where you go to get these items now.
Company Equipment			
Company Equipment	Complete inventory required: (You should have an inventory of the minimum amount of equipment necessary to re-establish the business <i>(This will depend on the nature of the business)</i>)	See Administrative Area above Do you have a complete / current inventory of Company assets? Is an individual responsible / accountable for your assets? What assets were damaged?	
Toilets	Toilet requisites – Toilet paper, soap, towels, female sanitary requirements	How many? Male, Female Disabled?	Source supplier now: Contact numbers
Refreshment area – staff	Fridge, kettle, mugs, cups, coffee machine, spoons, towels, washing up facilities, etc.	Admin staff to make a complete inventory	Where from? Identify where you go to get these items now.
Heat, Light and Cleaning	See what arrangements are already in place	Ascertain what else is required, prepare list	Make arrangements
When you have identified a suitable premises approach the owner/s and ascertain if they are willing to let you use the premises for a temporary business. If so make arrangements, visit the building and draw a plan and allocate facilities.			Details of key holders and method of contacting them.

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5.2 Utility Failure

Requirement	Resource	Information	Contact Numbers
Electricity:	Loss of power:	Standby Generator? Yes or No? There should be proof of maintenance somewhere in the building. Who is responsible?	Does it work? When last checked? When last serviced? Powerful enough? How much more equipment is there now than first installed?
	Computers	Uninterrupted Power Supply (UPS) fitted to all critical machines?	Decide level of protection and implement.
	Lighting	Minimum light levels required. Initially torches or battery powered lighting. Obtain small generator and lighting set.	Source torches or gas lights. Contact Numbers Keep details of equipment suppliers for longer-term outages.
	Heating. Is it dependent on electricity	Identify alternative heat sources, space heaters etc.	Keep details of equipment suppliers for longer-term outages.
	Other electrical equipment. Identify critical equipment and ascertain if there is an alternative	If critical equipment is rendered unusable then some services may have to be withdrawn. <i>Make an inventory and decide now</i>	Identify quickly and inform as necessary

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Requirement	Resource	Information	Contact Numbers
Telephones:	Are they dependent on the power supply? Can a UPS be fitted? (this won't last long)	Contact service provider to ascertain. Consider fitting	Contact number for power provider
	Identify problem and inform your telephone provider without delay.	Notify the customers as soon as possible. Mobile phones? Check likely outage time as this will affect the necessary response. Communicate length of outage time and alternatives to customers.	Contact Numbers, If necessary get an announcement on SIBC.
	Can you cover with mobiles? If not, decide how many phones are required?	Check where these can be obtained	Contact Numbers

Requirement	Resource	Information	Contact Numbers
Water:	Loss of water supply	Contact service supplier (Scottish Water)	Contact numbers
	What is affected?	Can you do without it?	
	Mains supply affects all drinking water	Can bottled water be supplied to cover this? How do you obtain this?	Contact numbers
	Is there a header tank for toilets? How long can it last?	Can this be filled from a tanker from service supplier?	Contact numbers
	If total failure and likely to be a long 'time out':	Consider cancelling appointments? Already discussed above.	Who do we notify? Contact numbers

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5.3 Computer Failure

Requirement	Resource	Information	Contact Numbers
Computers & Printers:	PC's: How many and where?	Identify critical machines. Identify alternative supply.	Contact Numbers
	Does the Business have laptops?	If so, where? How many? Are they charged up and ready to go?	Have a record and check regularly
	Server	Identify alternative service or alternative server. This could take several days. Can you go back to a fully manual service? Consider how and prepare the alternative now. Back-ups, where? Fire Proof Safe? How to retrieve information? Who is responsible?	IT provider Contact responsible person Contact Numbers
	Intranet, Internet, E-mail	How to recover service?	Contact Numbers
	Invoices: Checking for accuracy against what documentation?	Is there a manual back up system? How are these to be produced?	
	Appointments system?	Do you have a back up? Where? How quickly can you retrieve it? Can you go back to a manual system? If so, how?	
	Management	Who if anyone is responsible for, or is designated to ensure that all computers are serviceable and regularly serviced?	Contact numbers

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Computers & Printers (continued):	Back ups	Where? in 'fireproof safe'? On premises? (remember it could be under tons of debris) and what arrangements are in place? Does everyone know the system? Who organises retrieval? Who holds the safe key/combination and what happens if they are sick? Who is responsible to ensure back ups are completed?	Organise retrieval, Contact numbers
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5.4 Suppliers

Requirement	Resource	Information	Contact Numbers
Maintain supply chain:	Check suppliers Business Continuity record	Can my suppliers guarantee re-supply times/promises? Remember the "Shetland" factor, i.e. extra time for off shore deliveries	List of suppliers contact numbers in a safe place.

5.5 Adverse Weather or Staff Illness

Requirement	Resource	Information	Contact Numbers
Staff not able to attend:	What is the minimum staff level that can run the business?	How do you inform customers of any disruption to service? <i>(Try to inform them rather than them finding a notice on the door – professional reputation)</i>	<i>Make an action list for any staff that can attend</i>

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5.6 Terrorist Intervention – Suspicious Mail

Requirement	Resource	Information	Contact Numbers
Immediate Actions:	Suspicious packages Who is responsible for opening the mail?	What to look for? What to do Complete information Sheet	Who to inform, contact numbers

(Bold Italics) Denotes some areas where immediate actions and inventories are deemed necessary. Inventory lists should be separate from the body of the plan and attached as Annexes. The Contact Numbers column has not been emboldened or italicised but requires some lists to be prepared.

Everyone in the Business has a part to play. Every member of staff should contribute to the final outcome and take ownership of the part that affects their area of responsibility. If one person does all the work, how will the remaining staff know what to do when emergencies strike?

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Suspected Package Information Sheet

Hand this form to the Chief Officer attending

Time: Date:

Floor No: Location:

Finder's Name:
(The Finder MUST be available to speak to the Police on their arrival).

REASON FOR SUSPICION (Tick as many as applicable)

- | | | | |
|----------------------------|--------------------------|--|--------------------------|
| Unusual Smell | <input type="checkbox"/> | Package too heavy/light for its size | <input type="checkbox"/> |
| Uneven weight distribution | <input type="checkbox"/> | Unusual stains/marks on covering | <input type="checkbox"/> |
| Visible wiring or tin foil | <input type="checkbox"/> | Excessive wrapping/tape/staples | <input type="checkbox"/> |
| 'Wires' can be felt inside | <input type="checkbox"/> | Too many stamps for its weight | <input type="checkbox"/> |
| Wrongly addressed | <input type="checkbox"/> | Came from unexpected source
(details on postmark) | <input type="checkbox"/> |
| Poor handwriting | <input type="checkbox"/> | | |

Other (please specify).....
.....

Has immediate area been evacuated? Yes/No

Has the floor been evacuated? Yes/No

Has the building been evacuated? Yes/No

Has the suspect package been examined by
An X-ray machine or other detection device? Yes/No

How was the package delivered?
Royal Mail Internal Courier Other (specify)

Map of location attached? Yes/No
(If map is not available, sketch the floor plan overleaf indicating the location of the package)