

# NursingDirect

POLICY NUMBER: **82**

POLICY TITLE: **BUSINESS CONTINUITY MANAGEMENT**

WHO MUST ABIDE BY THIS POLICY? **BUSINESS CONTINUITY MANAGEMENT**



# BUSINESS CONTINUITY MANAGEMENT

## THE PURPOSE OF THIS POLICY

Business Continuity Management is in place to counteract interruptions to business activities and to protect critical business processes from the effects of major failures or disasters. The responsibility for the implementation of the plan rests with the Directors of the company: Robert Stiff – Managing Director, Marc Stiff – Director, Keith Boyce – Finance Director, Lynn James – Director and Registered Manager

## 1.0 BUSINESS CONTINUITY MANAGEMENT PROCESS

- 1.1 It is important that a managed process is in place to develop and maintain business continuity for the Business. The following key areas will be part of the business continuity process:
  - 1.1.1 Identification of risks that could affect the organisation and detailed plans in the event of any of these
  - 1.1.2 Identification of the assets involved in critical business processes and plans for these
  - 1.1.3 An understanding of the impact and consequences, should anyone or combination of events occur within the organisation.
  - 1.1.4 Ensuring that the business has suitable and adequate insurance, as part of the business continuity process
  - 1.1.5 Identification and consideration of additional preventive and mitigating controls
  - 1.1.6 Ensuring sufficient financial, organisational, technical and environmental resources are available to address the identified information security requirements.
  - 1.1.7 Ensuring the safety of personnel and the protection of information processing facilities and business property
  - 1.1.8 Development and documentation of business continuity plans addressing information security requirements.
  - 1.1.9 Regular testing and updating of the plans and processes put in place
  - 1.1.10 Allocation of responsibility for co-ordinating the business continuity management process to an appropriate person in the business.

## 2.0 BUSINESS CONTINUITY AND RISK ASSESSMENT

- 2.1 The business will identify the events that can cause interruptions to its day to day business processes e.g. equipment failure, flood and fire. A risk assessment will then be undertaken to determine the impact of those interruptions, both in the damage scale and recovery period. This assessment will consider all business processes, and will not be limited to information processing facilities.
- 2.2 A strategy plan will be developed, using the results from the risk assessment, which will determine the overall approach to business continuity.
- 2.3 The business continuity plan will be endorsed by both the Business and the directors

## 3.0 DEVELOPING AND IMPLEMENTING A CONTINUITY PLAN

- 3.1 Plans will be developed to maintain or restore business operations in the required time scales following interruptions to, or failure of, critical business processes. The business continuity planning process will, therefore, consider the following:

- 3.1.1 Identification and agreement of all responsibilities and emergency procedures
- 3.1.2 Identification of any acceptable loss of information and services
- 3.1.3 Implementation of emergency procedures to allow recovery and restoration within the minimum time-scale. Particular attention will be given to external business dependencies and the contracts in place e.g. clinical systems suppliers, hardware maintenance contracts.

- 3.2 Clear and precise documentation of all agreed procedures and processes
  - 3.2.1 Appropriate training of staff in the agreed emergency procedures and processes, including crisis management
- 3.3 Testing and updating plans

## 4.0 BUSINESS CONTINUITY PLANNING FRAMEWORK

- 4.1 The Business Continuity Plan will specify clearly the conditions for its activation and the individuals responsible for executing each component of the plan.
- 4.2 The plan will include:
  - 4.2.1 Conditions for activating the plan
  - 4.2.2 How the plan will be activated
    - Emergency procedures, including effective liaison with the CCG, public authorities, e.g. police, fire service and local government and other business partners.
  - 4.2.3 Fall-back procedures, e.g. manual processes, temp procedures
    - Temporary operational procedures to follow pending completion of recovery and restoration
    - The resumption of procedures, actions of how and when normal working business can be resumed
    - A schedule of when plan will be tested and the process of maintaining the plan;
    - How an effective and ongoing awareness and training scheme can be developed
    - That all individuals are totally aware of their roles and responsibilities with a full understanding of who deputises for whom in the eventuality of absenteeism
    - The critical assets and resources needed to be able to perform the emergency, fall back and resumption procedures

## 5.0 TESTING, MAINTAINING AND RE-ASSESSING THE BUSINESS CONTINUITY PLAN

- 5.1 The Business Continuity Plan will be tested on a regular basis by the directors. The test will include ensuring that all Business staff and any other relevant persons are aware of the plan.
- 5.2 The test schedule for the plan will indicate how and when each element of the plan will be tested. A variety of techniques will be used in order to provide assurance that the plan will operate in real life
- 5.3 The Business Continuity Plan will be maintained by regular reviews and updates to ensure its continuing effectiveness.
- 5.4 Responsibility will be assigned for regular reviews of the plan.