

Business Continuity Plan

Introduction

This plan provides a framework to follow if the company is faced with an unexpected disruption, to help ensure continuity of services to customers and the protection of our brand and reputation. It provides a basis for planning to ensure our long-term ability to continue trading following a disruptive event.

Objectives

To ensure that disruptions to our services are kept to a minimum, and that loss of income is avoided whenever possible.

Ensure that we recover from interruptions as quickly as possible.

Minimise the likelihood and impact of interruptions.

Contacts and Communications.

A regularly updated database of contact information for all staff, volunteers and members of the Company is kept remotely and can be accessed by key staff members from their personal computers. A pyramid system for contacting everyone quickly is maintained.

In the event of a disruption, staff, volunteers and members who need to be contacted urgently will be contacted on their mobile or home phones. In the case of a member who is not able to use or does not have a mobile phone, then their nominated emergency contact will be called (this may be carer or parent).

If contact is less urgent, then email may be used where available and where appropriate. Information that is useful to have in the public domain may be posted on our Facebook page or Twitter feed, or if necessary, we will issue a press release.

Risks Identified and Assessed

Temporary loss of access to workshop venue	
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Probability	Low
Impact	High
Timescale:	Short term
Likely Scenario	Inclement weather conditions, making access dangerous . Damage to access roads/route or to users' travel routes.
Functions Affected	Delivery of workshops and rehearsals, access to equipment.
Action	Contact all staff, volunteers and students to advise of cancellation of workshops. Make provisional plan as to when service will be resumed, and inform all of intentions. When possible, post information on website and via

	social media. Contact staff, volunteers and students by telephone.
Responsibilities	General Manager or Workshop Leaders if delegated.
Mitigation	Salt kept at the Bridge Centre for gritting car park on icy days to ensure immediate access to building will not be compromised.
Constraints	Ensure that safety of any present staff, volunteers or students is not compromised on site (e.g. if conditions cold, icy etc).
Resources	Staff, database/contact lists, mobile phones, laptops/tablets and/or smartphones with internet access if possible.

Loss of workshop venue

Probability	Low
Impact	High
Timescale	Medium/long term
Likely Scenario	Flood, fire
Functions Affected	Delivery of workshops.
Action	Workshop Delivery: Contact all staff, volunteers and students to advise of immediate temporary cancellation of workshops. Secure alternative temporary venue(s) as soon as possible. Seek alternative temporary venue(s) for medium/long term as necessary. Update all staff, volunteers and students accordingly. When possible, post information on website and via social media, and issue press release if necessary.
Responsibilities	Contacting staff, volunteers and students by telephone, text or social media. Seeking other venue(s): other admin staff and/or volunteers as available. Updating staff, volunteers and members: admin/marketing staff.
Mitigation	Keep list of potential local alternative venues suitable for short/medium term use, to use as a starting point if needed.
Constraints	Ensure that safety of any present staff, volunteers or students is not compromised on site (e.g. if conditions cold, icy etc).

Resources Staff, database/contact lists, mobile phones, laptops/tablets and/or smartphones with internet access if possible.

Damage/loss of equipment at workshop venue

Probability Low
 Impact High
 Timescale Short/medium term
 Likely Scenario Flood, fire, theft.
 Functions Affected Access to equipment (impacts workshop delivery).
 Action Determine exactly what equipment has been lost using the Freewheelers Equipment List (kept at remote location) Identify how this will affect planned work in the short/medium term. Use suppliers/collaborators etc contacts to secure short term loan of equipment . Contact insurance companies accordingly.
 Responsibilities General Manager, Administrator (Financial).
 Mitigation Keep up-to-date inventory of equipment so that we know exactly what equipment has been affected. Ensure equipment is kept in locked cupboards.
 Constraints Ensure that safety of staff/volunteers is not compromised.
 Resources Staff, database/contact lists, mobile phones, laptops/tablets and/or smartphones with internet access if possible.

Damage/loss of equipment kept off-site

Probability Low
 Impact High
 Timescale Short/medium term
 Likely Scenario Flood, fire, theft, accidental damage.
 Functions Affected Access to equipment (impacts workshop delivery, filming, post-production etc).
 Action Determine exactly what equipment has been lost Identify how this will affect planned work in the short/medium term Use suppliers/collaborators etc contacts to secure short term loan of equipment Contact insurance companies accordingly.

Responsibilities	Staff member with whom equipment was being stored
Mitigation	Keep up-to-date inventory of equipment so that we know exactly what equipment has been affected. Equipment taken offsite to be listed in Equipment list along with Serial number.
Constraints	Ensure that safety of staff/volunteers is not compromised.
Resources	Staff, database/contact lists. Equipment list.

Loss of services at Company registered office or General Manager’s office

Probability	Low
Impact	Low/medium
Timescale	Short term
Likely Scenario	Power cut, flood, fire, damage to phone lines.
Functions Affected	Administration, access to information, telephone line.
Action	Contact staff/volunteers as necessary to help out with any short-term admin tasks as necessary. Divert phone numbers if necessary.
Responsibilities	General Manager, with assistance from other admin staff/volunteers as appropriate. Marketing Manager – full access to database.
Mitigation	Ensure that emails and digitally stored information can be stored securely online so that it can be accessed remotely when necessary.
Constraints	Ensure that safety of staff/volunteers is not compromised.
Resources	Staff, mobile phone.

Loss of company registered office or general manager’s office

Probability	Low
Impact	High
Timescale	Short/long term
Likely Scenario	Fire, flood
Functions Affected	All administration, access to information, telephone line.

Action	Contact staff/volunteers as necessarily to help out with any short/medium-term admin tasks as necessary . Divert phone number to mobile if possible . Arrange for general enquires to be handled appropriately . Determine what information has been damaged/lost, and locate back-ups of information Determine exactly what equipment has been damaged/lost Identify how this will affect administrative work in the short/medium term contact insurance companies accordingly . Longer term – seek suitable alternative office facility
Responsibilities	General Manager with assistance from other admin staff/volunteers as appropriate . Marketing Manager – full access to database.
Mitigation	Ensure that emails and digitally stored information can be stored securely online so that it is backed-up and can be accessed remotely when necessary.
Constraints	Ensure that safety of staff/volunteers is not compromised.
Resources	Staff, mobile phone, office equipment, internet access.

Loss of information kept at workshop venue

Probability	Low/medium
Impact	Medium
Timescale	Medium/long term
Likely Scenario	Fire, flood, theft
Functions Affected	Administration/Marketing (archive, display and publicity material).
Action	Identify what material has been lost, and prioritise recovery/replacement as appropriate . Order reprints of photos and/or publicity materials if needed in the short term . Contact insurance companies as appropriate.
Responsibilities	General Manager / Marketing Manager.
Mitigation	Keep digital copies of archived material when possible . Do not purchase and store large quantities of publicity material.
Resources	Staff, equipment to scan and store information, internet access.

Loss of information kept by freelance staff

Probability	Low
Impact	Low/medium
Timescale	Medium/long term
Likely Scenario	Fire, flood, theft, accidental damage, burglary.
Functions Affected	Administration/Marketing (database, archive) . Workshop delivery – film footage etc.
Action	Identify what material has been lost, and prioritise recovery/replacement as appropriate. If database has been lost contact developer immediately to disable access to information.
Responsibilities	General Manager / Marketing Manager.
Mitigation	Careful storage and organisation by freelance staff . Film footage to be carefully and safely stored, backed up, archived and catalogued.
Resources	Staff, equipment to scan and store information, internet access, storage (for digital footage etc.)

Loss of information kept by offsite by electronic means

Probability	Low
Impact	Medium
Timescale:	Short/medium term
Likely Scenario	Denial of service by storage supplier.
Functions Affected	Company e-mail and information database.
Action	Identify new supplier as soon as possible.
Responsibilities	Data manager.
Mitigation	Alternative secure and confidential backup systems operated.

Staff illness

Probability	Low
Impact	Low/medium
Timescale	Short term
Likely Scenario	Illness
Functions Affected	Workshop delivery , administrative functions.
Action	In the case of workshop delivery, most workshops are run by two staff members, and volunteers are present, so can be run if one members of staff is unwell, minimising disruption. This applies to full company workshops, dance workshops, Media Workshops, music workshops and the Youth Theatre.
Responsibilities	General Manager / workshop delivery staff.
Resources	Staff / volunteers

END OF POLICY

Next review Jul 2020
