

# Business Continuity Plan

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## Business Continuity Planning Checklist

The following document guides you through some of the key areas and risks to continuity of business activities during the outbreak of COVID-19. There are also a number of preparatory actions businesses and individuals can take in order to respond and react effectively.

A number of suggestions have been included throughout the document.

### Planning Activities

|  | Ref | Assigned To | Not Started | Underway | Complete | Response  |
|--|-----|-------------|-------------|----------|----------|---|
| Assign responsibility for planning and delivery to a senior member of the team and appoint a deputy where possible                         | 1.1 |             |             |          |          | <i>This should be someone senior in the business that can access all areas of the business</i>  |
| Collate available information regarding COVID-19   | 1.2 |             |             |          | x        | Links to online information below   |
| Consult within management teams or key individuals within the company and establish working parties to implement the plan                  | 1.3 |             |             |          |          | <i>Discuss initial thoughts on the impacts to the business, staffing and processes</i>  |
| Consult with suppliers/business partners on measures they are taking and on potential disruptions to supply chains and business activities | 1.4 |             |             |          |          |   |
| Identify the 'high level' impact on business activities and attach appropriate priority to the planning process                            | 1.5 |             |             |          |          |   |
| Develop a Business Continuity Plan (BCP)   | 1.6 |             |             | x        |          |   |
| Test elements of the plan to ensure it is practical and workable   | 1.7 |             |             |          |          | <i>Get ahead of the curve and test key elements of your plan in isolation. Whether this is home working, new visit protocols or a move to digital</i> |

|  |     |  |  |  |  |  |  |
|--|-----|--|--|--|--|--|--|
| Revisit plan as and when new mandates are issues by government | 1.8 |  |  |  |  |  |  |
|--|-----|--|--|--|--|--|--|

1.2 – Response

Government advice for employers - <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19>

NHS Guidance - <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Government Response - <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

Stay at home advice - <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>

NHS 111 Get Help - <https://111.nhs.uk>

## Business Issues to Address

|  | Ref | Assigned To | Not Started | Underway | Complete | Response  |
|--|-----|-------------|-------------|----------|----------|---|
| Identify critical business activities and the employees that are required to maintain them | 2.1 |             |             |          |          |   |
| Consider the possible impact of employee absences  | 2.2 |             |             |          |          | <i>Make a plan for who can cover what elements of the business. Turn this to your advantage and start cross-skilling staff</i>  |
| Consider the possible impact of disruption to suppliers from overseas                      | 2.3 |             |             |          |          |   |
| Examine the likely impact of COVID-19 on your market and on your customers' requirements   | 2.4 |             |             |          |          | <i>It is important to consider this in the short, medium and long term. We all hope that the current situation will be over as soon as possible, businesses will need to look ahead and work to ensure they still have a market and lines of business to return to</i>  |
| Identify and agree strategic imperatives   | 2.5 |             |             |          |          | <i>Retain – keeping your current clients and working with their changing needs</i><br><br><i>Acquire – attract new clients due to the evolving situation</i><br><br><i>Engage – engage your target audience as a whole. When looking at your overall budget ensure you leave some for continues marketing throughout, now is the time to maintain effective comms with your target audience</i> |

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|--|------|--|--|--|--|--|
| Identify the need for face-to-face business and look at options to transfer these to remote working options. | 2.6  |  |  |  |  | <i>Using technology such as Microsoft Teams, Zoom and Facetime can help establish a virtual office and continue 'face-to'face' business</i>  |
| Consider the issues for business related travel in relation to COVID-19                                      | 2.7  |  |  |  |  | <i>Look to restrict this to only business critical travel. Those that rely on fitting customers and treating clients in person will need to establish new protocols for client visits.</i> |
| Consider the financial management implications due to COVID-19   | 2.8  |  |  |  |  | <i>Look at your current finances and make a worst-case plan – if your income dries up at the end of the month how long can you pay the bills? If your income halves etc etc</i>            |
| Examine the extent to which others will be dependent on your business due to COVID-19                        | 2.9  |  |  |  |  |  |
| Consider the circumstances under which you might decide to scale back or suspend operations due to COVID-19  | 2.10 |  |  |  |  |  |

## 2.6 – Recommended Technology

Microsoft Teams – this replaces Lync and Skype for Business and enables group chat, instant messaging and provides collaboration tools to enable a virtual office. This will help enable open lines of communication between the staff without tying up phone lines.

Conference Calls – Powwownow offers conference call facilities and screen sharing.

## Activities to Underpin Business Continuity

|  | Ref | Assigned To | Not Started | Underway | Complete | Response   |
|--|-----|-------------|-------------|----------|----------|--|
| Cross-train and identify areas of the business that could overlap and support each other | 3.1 |             |             |          |          |  |
| Prepare internal communications  | 3.2 |             |             |          |          | <p><i>These are just as important to external communication as it can help eliminate panic and unrest between the staff.</i></p> <p><i>For support with your Change Management get in touch</i></p>  |
| Prepare external communications  | 3.3 |             |             |          |          | <p><i>Be proactive and tell your customers what you are doing to prevent the spread, protect your staff and ensure some resemblance of normality.</i></p> <p><i>For support with your Communications Plan get in touch. We have a number of templates ready to roll out with quick and easy amendments depending on individual business needs.</i></p> |
| Prepare an emergency communications plan   | 3.4 |             |             |          |          | <p><i>Have your worst-case communications prepared and ready to go should you need them.</i></p> <p><i>This can be a difficult thing to think about for many small businesses. We're here to help should you need it.</i></p>  |

|  |     |  |  |  |  |   |
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| Prepare policies on sick leave and compassionate leave due to COVID-19   | 3.5 |  |  |  |  |   |
| Prepare policies on foreign travel during the COVID-19 outbreak  | 3.6 |  |  |  |  | <i>Ensure you follow government advice</i>  |
| Make arrangement to assure supplies during the COVID-19 outbreak   | 3.7 |  |  |  |  | <i>This could extend to ICT supplies and hygiene supplies.</i>  |
| Consider the possibility of changes to your products, your services and your interaction with customers, due to COVID-19 and plan for any changes you consider appropriate | 3.8 |  |  |  |  |   |
| Review insurance coverage  | 3.9 |  |  |  |  | <p><i>Many insurance companies are limiting the sale of new policies that cover sickness, unemployment and travel, however there are a number of other policies to think about including 'Working From Home' policies.</i></p> <p><i>For help navigating your needs let us know and we can put you in touch with an experienced broker at Shearwater Insurance.</i></p> |

## Responding to Workplace Risks due to COVID-19

|  | Ref | Assigned To | Not Started | Underway | Complete | Response  |
|--|-----|-------------|-------------|----------|----------|---|
| Prepare policies on hygienic behaviour for employees and visitors to premises as guided by national recommendations.   | 4.1 |             |             |          |          |   |
| Plan for frequent and effective cleaning of the workplace as per national recommendations  | 4.2 |             |             |          |          |   |
| Plan policies to advise those who are infected or suspected of being infected with COVID-19. This should include an internal communication plan and policy for co-workers. | 4.3 |             |             |          |          | <i>Encourage those with suspected symptoms to self-isolate immediately. When they are fit enough to return to work consider the cleanliness of any business items in their possession</i>   |
| Prepare policies on flexible work locations and flexible working   | 4.4 |             |             |          |          | <i>Use this to your advantage – look to offer extended opening hours by offering staff flexible working. This could help to increase lines of business in the long run.</i>   |
| Provide ICT infrastructure to support teleworking and remote customer interaction  | 4.5 |             |             |          |          | <i>If your staff don't have their own devices look to local IT companies who may be able to hire you the relevant equipment for a short period of time. This will reduce the financial outlay of having to buy new equipment.</i> |