



**SUSTAINABLE  
CONSTRUCTION**



# CBL Business Continuity Plan



**Maintaining this document is the responsibility of:** Rob Mellor – Managing Director

**This document will next be reviewed on:** 02 Jan 2021

## **Aim of this Plan**

This document is designed to assist in planning with emergencies that result in access being restricted to the Head Office premises, or emergency situations that affect all or a significant part of the Company's operations.

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## 1. Recommended Maintenance

This lays out how often this document should be updated. Some information will change frequently, some less so.

Items which may need to be updated regularly include:

- Team members
- Managers' responsibilities
- Applications (new or significant changes to existing)
- Insurance provider and contact details
- Internet / telephone provider and contact details
- Staff contact details

## 2. Business Continuity Overview

### a) Purpose

The purpose of this plan is to prepare our business in the event of extended service outages caused by factors beyond our control and to restore services to the widest extent possible in a minimum time frame.

### b) Outcome

The outcome of this plan is to ensure that the business is able to maintain a good level of service for our customers

### c) Plan objectives

- Serves as an aide-mémoire guide for implementing our business continuity plan
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery.

### d) Key staff

If a disaster occurs the members of our team tasked with enacting this plan are:

- Rob Mellor (Managing Director)
- Tony Weller (Company Secretary)
- Peter Meyer (Technical Director)

## 3. Communicating with staff & customers

- Communication shall be centralised from Rob Mellor – Managing Director.
- What will the primary communication channels shall be Email & Phone.
- Contact details for CBL staff are recorded on all key documents.
- Customers who affected by disruption will be contacted by Rob Mellor – MD.



#### 4. Equipment

- Key documents are stored electronically via cloud.
- Local Desk Tops and backups held on premises and via Dropbox
- Company will always maintain sufficient liquid funds to operate from temporary location and obtain alternative transport.
- New equipment will be provided within 48 hours.

##### a. Scenario 1

###### Premises incident

###### Step 1: Evacuation of premises & safeguarding of staff

In office hours

Action	Details	Responsible Person(s)
1. Evacuate the building	Follow normal fire drill procedure	Rob Mellor / Tony Weller
2. Check evacuation is complete	Staff and visitor safety is a priority. Check everyone on-site has been evacuated	Rob Mellor / Tony Weller
3. Verify if incident is real	If false alarm, resume business as normal	Rob Mellor / Tony Weller
4. Call emergency services	999	Rob Mellor / Tony Weller
5. Record details of any injuries sustained in the incident	Use injury form available on staff intranet	Rob Mellor / Tony Weller
6. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Rob Mellor / Tony Weller
7. Assess the impact	The senior team meet to assess the scale of the incident & decide next steps	Rob Mellor / Tony Weller / Peter Meyer



## Step 2: Business continuity

<b>Critical activity</b>	<b>Details</b>	<b>Responsible Person(s)</b>
Phones	Staff to use personal mobile phones. Contact telephone provider to forward office lines to staff mobiles	Rob Mellor / Tony Weller
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	Rob Mellor / Tony Weller
Inform insurance company broker	Anthony Slingo Tel 01769 572557 Extension 213 anthony@insurance-policies.co.uk	Rob Mellor / Tony Weller / Peter Meyer
Inform customers	If disruption is expected, inform customers via email	Rob Mellor / Tony Weller / Peter Meyer



## b. Scenario 2

### Infrastructure incident

An infrastructure incident can include the loss of computer / telephony systems, internet access, or power.

The actions below are an example of how this incident could be handled - you should customise this section to suit your business

#### Step 1: Understand the extent of the loss

Infrastructure	Details	Responsible Person(s)
Phones	Contact phone provider to ascertain extent of outage. Contact details: BT Business 0845 600 6156	Rob Mellor/Tony Weller
Internet	Contact internet provider to ascertain extent of outage. Contact details: BT Business 0845 600 6156	Rob Mellor/Tony Weller
Mains power	Contact power provider to ascertain extent of outage. Contact details: Good Energy 0800 254 0000	Rob Mellor/Tony Weller

If outage is temporary, inform staff to stay put and await further instructions. If the outage is ongoing:

#### Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use personal mobile phones. Contact telephone provider to forward office lines to staff mobiles	Rob Mellor/Tony Weller
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	Rob Mellor/Tony Weller
Mains power	Staff to work from a local hotel until power is restored. If power outage is widespread and staff homes are also affected contact local shared office providers to rent desk space.	Rob Mellor/Tony Weller



### c. Scenario 3

#### Staff incident

A staff incident can include a sudden family emergency, injury or other event which renders a key member of staff suddenly unable to work.

*The actions below are an example of how this incident could be handled - you should customise this section to suit your business*

#### Step 1: Ensure no service interruption

Critical activity	Details	Responsible Person(s)
1. Identify interchangeable staff	All members of staff should have team members who can perform their roles, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out business-critical activities	Rob Mellor/Tony Weller
2. Assess extent of loss	Identify whether the affected staff member's absence is likely to be temporary, longer-term, or permanent. Keep in mind this may be a difficult period for the staff member and / or their family.	Rob Mellor/Tony Weller

If the staff loss is temporary, support the member of staff who will be filling the gap until the absent member of staff returns. If the absence is long-term or permanent:

#### Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
1. Recruit temporary or full-time replacement	Follow the standard recruitment procedure to find a full-time, part-time or fixed-term contract (as appropriate) replacement.	Rob Mellor/Tony Weller



## 5. Recovery phase

The purpose of the recovery phase is to resume normal working practises for the entire organisation. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

The actions below are an example of how the recovery phase could be handled - you should customise this section to suit your business

Action	Details	Responsible Person(s)
1. Agree and plan the actions required to enable recovery of normal working practices	Agreed actions will be detailed in an action plan and set against time scales with responsibility for completion clearly indicated.	Rob Mellor/Tony Weller/Peter Meyer
2. Respond to any long term support needs of staff	Depending on the nature of the incident, we may need to consider providing support services	Rob Mellor/Tony Weller/Peter Meyer
3. Publicise that there is now 'business as usual'	Inform customers through normal channels that our business is operating as normal	Rob Mellor/Tony Weller/Peter Meyer
4. Carry out a debrief of the incident and complete report to document opportunities for improvement and any lessons identified	This should be reviewed to ensure key actions resulting from the incident are implemented within designated time scales.	Rob Mellor/Tony Weller/Peter Meyer
5. Review this Continuity Plan in light of lessons learned from incident and the response to it	Implement recommendations for improvement and update this plan. Ensure a revised version of the plan is read by all members of staff.	Rob Mellor/Tony Weller/Peter Meyer