

Business Continuity Policy & Crisis Management Plan



Business Continuity Policy

This Policy sets out how Petty Pool will have robust business continuity and recovery arrangements in place to manage disruptions to the delivery of its services.

Petty Pool will take reasonable steps to ensure that in the event of an emergency or crisis the continuation of its identified critical business functions and processes will be maintained during a disruption and normal services restored as soon as possible.

OWNER	Chief executive Officer
LAST REVIEW	01.09.2023
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VERSION CONTROL/AMEND SCHEDULE	2 – Live Document

PART 1 – POLICY SECTION

Policy Statement

Petty Pool will take reasonable steps to ensure that in the event of an emergency or crisis the continuation of its identified critical business functions and processes will be maintained during a disruption and normal services restored as soon as possible.

Petty Pool has in place a robust Crisis Management Plan (CMP) that provides guidance to the Response Team (RT) on the actions that need to be taken to maintain critical service delivery should the plan be invoked.

1 Introduction

Petty Pool Business Continuity arrangements are aligned to the principles of ISO 22301

Business Continuity Management is a management responsibility and is embedded as an organisational necessity. The responsibility for its success rests with all managers across the Organisation and this guidance will assist in meeting those responsibilities.

2 Responsibilities

Policy Item	Responsibility
Overseeing Policy, Plan and Documentation	CEO
Overseeing the Response Team	CEO
Completion and Reviewing of Business Continuity Plan's (BCP)	Estates and Facilities Manager
Reviewing and Exercising	Estates and Facilities Manager
Departmental BCP familiarisation	All Staff

2.1 The Chief Executive

The Chief Executive has overall responsibility for ensuring that Petty Pool has in place effective Business Continuity arrangements to respond to an emergency, crisis or significant event that could have a potential impact on service delivery, services users and overall safety of the team and property.

The CEO is also responsible for ensuring that the CMP is tested 3 yearly. The BC policy and Crisis Management Plan are reviewed annually, with additional health checks as required throughout the year.

2.2 The Estates and Facilities Manager

- The E&F Manager is responsible for the Completion of the CMP and the BCP's.
- They are also responsible for arranging the exercises as directed by the CEO every 2 years.

2.4 Senior Leadership and Management Team

- SMT are responsible for ensuring they understand that BCP's and responsibilities within them.
- They are also responsible for assisting the E&F Manager during the annual review and submitting any required changes to the Plan.

2.5 All Staff

All Staff are responsible for ensuring they are familiar with the BCP's and if applicable their individual roles as set out in the BCP's which will be stored on Databridge and part of all staff induction.

3 Crisis Management Plan

Petty Pool CMP provides for the continuation of critical business functions in the event of an emergency, significant event or crisis. This plan provides guidance on the actions that need to be taken to maintain critical service delivery should the plan be invoked and provides the strategic framework for:

- Improving the organisations resilience to interruptions,
- Facilitating the recovery of key business processes,
- Safeguarding the delivery of vital services

3.1 The primary areas of Petty Pool responsibility in any emergency is:

- Protect life
- Assist the Emergency Services
- Endeavour to make the site safe for access and exit
- Response Team trained to deal with crisis events in place

4. Crisis Management Plans

CMP are a documented collection of procedures and information that are developed, compiled and maintained in readiness for use in an emergency, crisis or significant event that will enable Petty Pool to continue to deliver its critical activities when safe to do so.

These plans are fundamental to the effective organisational response to an event that threatens the delivery of our core functions.

4. **Maintaining, exercising, auditing and reviewing the Business Continuity Policy and Crisis Management Plan**

The Business Continuity Policy must be fit for purpose, kept up to date and quality assured by the CEO and Trustees.

Crisis Management Plan must be exercised and tested, in part or in full, to ensure the plan works and remains current. Exercises will also ensure staff remain aware of the plan and practice their roles under the plan.

A rolling programme of table top exercises will be used to test departmental plans over a three-year cycle.

Exercising CMPs will take place at times deemed appropriate the CEO and E&F Manager and lessons learned will be processed and included in revisions or changes to the BCP and CMPs.

By following this process, Petty Pool can identify the risks, select appropriate risk minimisation strategies and determine the level of emergency and resumption planning required to restore services after an incident or disruption.

The CMP will be reviewed on an annual basis by the E&F Manager with sign off by the CEO and the Board of Trustees.

Risks and Level of Impact

RISK	Policy	Impact	Likelihood
Bomb Threat	Amita Back up	HIGH	LOW
Adverse Weather	Adverse Weather Policy	MEDIUM	MEDIUM
Fire	Fire Safety Policy	HIGH	MEDIUM
Utility failure	Amita Back up Information.docx	MEDIUM	MEDIUM
	Terrorism.doc	HIGH	LOW

Terrorism threat	Checklist for Dealing With a Telephone Terrorism Threat.doc		
Security threat	Structural Damage_.docx	HIGH	MEDIUM
Cyber Threat	Amita Back up Information.docx	HIGH	MEDIUM
Structural damage	Amita Back up Information.docx Structural Damage_.doc	MEDIUM	MEDIUM

Response team

	Email	Number
CEO	Sally.garratt@pettypool.org.uk	07814034394
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Escalation scale

State	Risk	Owner
Heightened	Risk of harm Risk of damage	DoE E&F Manager
Significant	Risk of injury Risk of irreparable damage	CEO E&F Manager
Critical	Risk to life Risk of closure	CEO E&F Manager Trustees

Process to follow for **Heightened**

Action to be taken	Response team	
Declares state with information received. Notifies key members of the team to gather for briefing and implement Crisis Management Plan.	SG/TC	Support from departmental head
Communication Crisis Plan to be implemented	SG/TC	Support from departmental head
Debrief and lessons learnt	All team	

Process to be taken for **Significant**

Action to be taken	Response team	
Declares state with information received. Notifies key members of the team to gather for briefing and implement Crisis Management Plan.	SG/TC	Support from departmental head
Communication Crisis Plan to be implemented	SG/TC/LL	Support from departmental head
Identify safe areas	TC	
Decision on evacuation	SG/TC	
Debrief and lessons learnt	All team	

Process to follow for **Critical**

Action to be taken	Response team	
Declares state with information received. Notifies key members of the team to gather for briefing and implement Crisis Management Plan.	SG/TC	Support from departmental head
Communication Crisis Plan to be implemented	SG/TC/LL	Support from departmental head
Identify safe areas	TC	
Decision on evacuation	SG/TC	
Relocate response team to safe area and use back up communication channels	TC	
Allocation of duties for response team post 24 hours	SG/TC	

Consider welfare approaches for all involved	NH/WB	
Debrief and lessons learnt	All Team	