



Business Continuity Plan

AIM

The aim of this plan is to ensure the swift reinstatement of critical functions across all our sites to provide a consistent level of customer service.

OBJECTIVES

1. Mobilize the organizational structure.
2. List immediate action required.
3. Identify short-term measures necessary to replicate essential systems.
4. List medium-term measures necessary to build up replicated systems.
5. Describe long-term recovery actions.

PLAN ASSUMPTIONS

This plan assumes worst-case scenarios such as destruction of critical information systems and resources due to fire, natural disasters, or unauthorized acts. It also assumes existing measures like record management, file management, computer security, fire prevention, and physical security are in place.

USE OF THE PLAN

This plan is designed for all staff involved in the recovery process.

RECOVERY STRATEGY – ACCOMMODATION

Utilize Medical Moves premises where possible. Unstaffed areas like canteens or front office facilities will be used. If the Gatwick office cannot be used, relocate critical functions to other site locations.

I.T. ARRANGEMENTS

- 24-hour IT support provided by consultants.
- Regular computer backups stored securely.
- Remote work capabilities for Call Centre operatives.
- Contingency paper system for system failure.

EMERGENCY MANAGEMENT TEAM (EMT)

- Managing Director (Team Leader)
- Operations and Sales Director
- Satellite Managers
- Managing Director's PA
- IT Consultant

EMT RESPONSIBILITIES

- Evaluate extent of damage and potential consequences.
- Implement measures to prevent loss or damage.
- Authorize recovery procedures.
- Communicate progress to clients and staff.
- Order replacement equipment.
- Manage expenditure.
- Organize return to normal operations.

PLAN ACTIVATION

Activation occurs in three phases:

1. **Initial Activation:** By EMT Leader upon notification.
2. **Evaluation Phase:** Initial assessment of damage.
3. **Full Activation:** Full deployment of EMT and execution of recovery plan.

FULL ACTIVATION ACTIONS

1. Rendezvous at Gatwick office or nominated location.
2. Contact affected department heads and move to the site. Open a log of events.
3. Instruct Managing Director's PA to contact insurers.
4. Start preparing a preliminary verbal report.

ACTION CHECKLISTS

- Immediate Action
- Action within the Next 3 Hours
- Action within the Next 24 Hours
- Action within the Next Month

DEPARTMENTAL RESOURCE REQUIREMENTS

Prioritize departmental functions:

1. Essential core business and supporting functions.
2. Important core business functions.
3. Functions with no immediate impact but needing restoration in the longer term.

By adhering to this plan, we aim to swiftly recover critical functions and maintain consistent customer service levels despite unforeseen disruptions.