

BUSINESS CONTINUITY PLAN

GENERAL INFORMATION	
Business name	Standout Media Limited
Business address	Knaresborough House, High Street, Knaresborough, North Yorkshire, HG5 0HW, England
Date	18 December 2020
Prepared by	Louise Robertson-Rennard

SCOPE AND OBJECTIVES

The purpose of this Business Continuity Plan is to have an executable plan for Standout Media Limited in case of an emergency.

This Business Continuity Plan will be triggered in the event of:

- An epidemic, pandemic or disease
- A natural disaster
- A technology issue including but not limited to a data breach or cybersecurity attack
- A fire

BUSINESS FUNCTION PRIORITIES IN EVENT OF AN EPIDEMIC, PANDEMIC OR DISEASE

An epidemic, pandemic or disease would impact business functions in the following ways:

Service delivery

Impact on function:

- Disruptions could negatively impact our clients and their ability to receive our services.

Recovery procedure: Ensuring that any on-site delivery is in line with local government health and safety requirements. Check staff areas are compliant with health and safety requirements.

Resource requirements: Health and Safety Lead

Contracts

Impact on function:

- Disruptions could impact our ability to fulfil our contractual commitments.
Notify all clients on database of potential issues.

Recovery procedure: Identify and review business continuity and disaster recovery plans in supplier contracts

Resource requirements: Managing Director to check all contracts

Staff

Impact on function:

- It could be physically unsafe for staff to come and go from the workplace, e.g. by using public transport.
- Staff may have increased care/family responsibilities and due to school closure or sick family members.
- Staff may leave their jobs because of potential or actual safety concerns and/or incidents.
- Staff may experience personal trauma such as death or sickness of family members as a result of the epidemic /pandemic/disease.
- There are no or few procedures to conduct self-inspections to identify hazards that could result in the disease spreading (e.g. regular health and safety checkups conducted).

Recovery procedure: Check staff areas are compliant with health and safety requirements.
Remote check of staff home working areas to ensure they are compliant with health and safety requirements.
Resource requirements: Health and Safety Lead

BUSINESS FUNCTION PRIORITIES IN EVENT OF A NATURAL DISASTER

A natural disaster would impact business functions in the following ways:

Service delivery

Impact on function: Damage to essential equipment

- Recovery procedure: Purchase new equipment and re-install from cloud back up servers / local server if unaffected.
- Resource requirements: Communications Lead

Contracts

Impact on function: Timeframes for delivery of contracts may need to be re-negotiated

- Recovery procedure: Review all contracts and establish if there are any potential timeframes for delivery that need to be re-negotiated. Notify all clients on database of potential issues.
- Resource requirements: Managing Director

Staff

Impact on function: Staff will be asked to work remotely

- Recovery procedure: Equipment provided to staff and access keys to cloud servers to minimise disruption for clients
- Resource requirements: Communications Lead

BUSINESS FUNCTION PRIORITIES IN EVENT OF A FIRE

A fire would impact business functions in the following ways:

Service delivery

Impact on function: Timeframes for delivery of contracts may need to be re-negotiated

- Recovery procedure: Replace equipment, use cloud-based server access and check delivery timeframes of contracts.
- Resource requirements: Communications Lead and Managing Director

Contracts

Impact on function: Timeframes for delivery of contracts may need to be re-negotiated

- Recovery procedure: Remote working to minimise disruption to service delivery. Notify all clients on database of potential issues.
- Resource requirements: Communications Lead and Managing Director

Staff

Impact on function: Loss of localised equipment and servers

- Recovery procedure: Remote working
- Resource requirements: Communications Lead

BUSINESS FUNCTION PRIORITIES IN EVENT OF A TECHNOLOGY ISSUE

A technology issue would impact business functions in the following ways:

Service delivery

Impact on function: Loss of access to data / project files - disruption to service delivery.

- Recovery procedure: Review if localised or cloud based issue. Contact clients if service delivery impacts on contract timeframes.
- Resource requirements: Communications Lead and Managing Director

Contracts

Impact on function: Loss of access to data / project files - disruption to service delivery and contracts may need to be renegotiated.

- Recovery procedure: All files are synchronised locally and remotely using cloud servers to ensure that if one fails, there is a back-up in place. Notify all clients on database of potential issues. Contact clients if service delivery impacts on contract timeframes.
- Resource requirements: Communications Lead and Managing Director

Staff

Impact on function: Loss of access to data / project files - disruption to service delivery.

- Recovery procedure: All files are synchronised locally and remotely using cloud servers to ensure that if one fails, there is a back-up in place. Contact clients if service delivery impacts on contract timeframes.
- Resource requirements: Communications Lead and Managing Director

RECOVERY PLAN

1) Response personnel

The recovery team is responsible for maintaining business continuity and acting upon this Business Continuity Plan to ensure minimal business disruption.

Team leader

Louise Robertson-Rennard

- Email address: louise@standoutmedia.co.uk
- Role: Managing Director
- Responsibilities:

Team members

The following are the current team members on the recovery team:
Alison Holgate, Helen Parker and Sion Tottenham

2) Relocation strategy

A. Teams to be relocated

- Design, Communications, Engagement and Digital - Working remotely

B. Details of alternate business site

- Home working

3) Communications

A. Internal communications

The staff member in charge of internal communications on the current state of recovery is:

Name	Email address	Role
Helen Parker	helen@standoutmedia.co.uk	Communications Lead

B. External communications

The staff member in charge of customer communications on the current state of recovery is:

Name	Email address	Role
Helen Parker	helen@standoutmedia.co.uk	Communications Lead

C. Suppliers

Alison Holgate is responsible for contacting suppliers to keep them up to date on the business' current status. Alison Holgate is the Design Manager at Standout Media Limited. To reach Alison Holgate, you can email them at alison@standoutmedia.co.uk.

Please see below for a list of the business' suppliers and their contact information:

Supplier: AB Print

- Contact at supplier: Alan Goodall
- Email address: Alan.Goodall@abprintgroup.com

Supplier: APG Computers

- Contact at supplier: Rob Hudson
- Email address: rob@apgcomputers.net

Supplier: Class Office

- Contact at supplier: Seeken Pang
- Email address: seeken@classoffice.co.uk

Supplier: Solutions

- Contact at supplier: Paul Fenton
- Email address: paul@s0luti0ns.com

REVIEW AND TESTING

This Business Continuity Plan will be reviewed every two years. This Business Continuity Plan will be tested every Two years.