

BUSINESS CONTINUITY PLAN 2024

NETFM UK LTD BUSINESS CONTINUITY PLAN

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RECORD OF AMENDMENTS

Amdt No	Date	Paragraphs/Pages Amended	Initials
1.1	03.05.21	Updated Form F - Staff Contacts & Form G - Key Client Contacts	NH
2.1	06.01.22	Updated Form F - Staff Contacts & Form G - Key Client Contacts	NH
2.2	21.01.22	Reviewed BCP processes, contacts and action plans	NH / TA
3.1	29.05.22	Reviewed BCP processes, contacts and action plans	NH / TA
3.2	08.06.22	Updated Form F - Staff Contacts & Form G - Key Client Contacts	NH
4.1	07.08.23	Reviewed BCP processes, contacts and action plans	NH / TA
5.1	12.02.24	Reviewed BCP processes, contacts and action plans	NH/TA
5.2	12.02.24	Updated Form F - Staff Contacts & Form G - Key Client Contacts	NH
6.0	01:08:24	Updated Form F - Staff Contacts & Form G - Key Client Contacts	NH

DISTRIBUTION

This document is made available to all NetFM UK Ltd staff members.

Staff members are advised to print off a hard copy.

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1. AIM

The aim of this plan is to provide a reference tool for the actions required during or immediately following an emergency or incident that threatens to disrupt normal business activities.

An emergency is an actual or impending situation that may cause injury, loss of life, destruction of property, or cause the interference, loss or disruption of an organisation's normal business operations to such an extent it poses a threat.

An incident is any event that may be, or may lead to, a business interruption, disruption, loss and/or crisis.

The plan will help to ensure the continuation of business critical services by minimising the impact of any damage to staff, premises, equipment or records.

The plan will help to include an adequate level of detail used to maintain the business and:

- To ensure a prepared approach to an emergency/incident.
- To facilitate an organised and co-ordinated response to an emergency/incident.
- To provide an agreed framework within which people can work in a concerted manner to solve problems caused by an emergency/incident.

The plan will also help to identify actions that could be taken in advance of an emergency or incident to reduce the risk of it happening.

2. BUSINESS CRITICAL PROCESSES

Whilst most parts of any business are considered important, if an incident did occur, priority must be given to the restoration of the processes that are deemed to be business critical to the performance of the company.

Business critical processes can be defined as: "critical operational or support activities without which the business would rapidly be unable to achieve its objectives".

These individual processes must be given preferential access to premises, staff, equipment or records if an emergency situation restricts their overall availability.

It is for these processes that plans need to be prepared.

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3. SCOPE OF THE PLAN

The plan will illustrate how the business can reduce the potential impact of an incident by being prepared to maintain services in the event of the:

- Loss of key premises
- Loss of key staff
- Loss of IT / data
- Loss of telecommunications
- Loss of hard data / paper records
- Loss of utilities (electricity, water, gas)
- Loss of a key partner or supplier
- Disruption due to severe weather

4. ASSUMPTIONS**Generally Used Assumptions**

- The business continuity plan will cover three scenarios: for the first 24 hours following an incident and for both 2 - 7 days and 8 – 14 days following an incident. (Recovery plans needed to cover longer periods would normally be developed during the first fourteen days of an incident.)
- The business continuity plan will be reviewed regularly, with a full update on an annual basis or where a significant change to the business occurs.

Detailed Planning Assumptions

The following assumptions have been taken into account when developing the plan:

- In the event of a major incident, existing business premises would be out of use for more than 7 days.
- In the event of a less significant disruption some of the existing premises would remain in use.
- Where a generator is not available, loss of electricity supply across a region could last for up to 3 days.
- Availability of the IT network historically runs at over 99.9%. In the event of a partial failure of a server the network could be unavailable for up to 2 hours.
- If the server suite were to be completely lost it could take up to 24 hours to restore a limited desktop service (Microsoft package, E-mail and Internet access). Other software could take even longer to restore.

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5. THE PLAN

- **Form A – Immediate Actions Checklist** is a list of the actions that should be taken in response to the initial incident. The checklist is not prescriptive, exclusive or prioritised; any incident will require a dynamic assessment of issues and actions required. Depending on the scale of the incident actions can be delegated to a support team but the Senior Manager is responsible for the actions taken.
- **Form B – Response Actions Checklist** is a list of the actions that should be taken for the company to maintain business critical processes. The checklist is not prescriptive, exclusive or prioritised; any incident will require a dynamic assessment of issues and actions required. Depending on the scale of the incident actions can be delegated to a support team but the Senior Manager is responsible for the actions taken.
- **Form C – Essential Services** is a list of the essential functions undertaken by the business that must be maintained or quickly restored in the event of a disruptive incident.
- **Form D – Summary of Post Incident Resources & Equipment** summarises the accommodation and equipment needed to maintain operations.
- **Form E – Summary of Essential IT Systems & Records** summarises the basic desktop, software and systems data that need to be restored.
- **Form F – Staff Details** lists all service staff, indicating those business critical staff that will be required to maintain services in the event of an incident.
- **Form G – Key Contacts** a list of those people that would need to be contacted in the event of an incident. This could be business partners or suppliers.
- **Form H – Plan Summary** provides a single sheet summary of the main business continuity options of the plan.

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Form A – Immediate Actions Checklist

To be completed by the senior employee at the incident site

Action	Notes	Tick Done
If necessary: • Follow Evacuation Procedures • Call emergency services		
Maintain a record of all emergency actions taken. Use the log in the Annex 6.5		
Assess the situation and level of response required. Can it be dealt with as a day-to-day management issue or does the business continuity plan need to be invoked?		
Communications: • Advise staff of the immediate implications for them and service provision		
• Advise staff of the immediate requirements to deal with the situation, including temporary accommodation etc if required.		
• If necessary, advise key partners / suppliers.		

Name of attending senior employee.....

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Form B – Response Actions Checklist

To be completed by the senior employee at the incident site

Action	Notes	Tick Done
Once you are in control of the initial emergency, update staff on a regular basis and keep them fully informed of developments. Make sure members of staff not directly involved in the incident (or those who are absent) are also kept advised of developments. Refer to Form F or other staff listings.		
If necessary form a team of people to assist with the tasks required to restore services. These people should ideally be identified and trained prior to the incident.		
Priority should be given to the needs of the business critical processes.		
Advise all staff and key contacts (see Form G) of temporary location & any temporary telephone numbers to be used until numbers can be diverted.		
If mobile phones are being used make sure there are sufficient chargers available.		
Temporary Workspace • Is the available workspace sufficient for the needs of all the business critical processes or is additional alternative space required? • Do you need to arrange for replacement equipment to be ordered?		

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• Do you have access to all essential systems or records? • Make arrangements for telephones and post to be redirected to your new location.		
Create any new operational procedures and instructions.		
Give careful consideration to staffing levels. In a low staff level situation a priority will be a rota of replacements to avoid fatigue.		
Closely monitor staff issues, morale, overtime, welfare, etc. Do any of the staff need counselling?		
Do you need to complete an Accident and/or Incident Log?		
When ready, inform other organisations, public, suppliers, etc of resumption of normal service / contact details.		
Financial Procedures • Decide who can authorise additional expenditure. • Keep records of all expenditure.		
Cancel or delegate any unnecessary meetings not connected to the incident.		
Preservation of records • Do not destroy anything. Try to recover as many documents as possible and preserve them		

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somewhere where they can be retrieved easily. This is an ongoing obligation throughout and after the incident. • Allocate a staff member to be responsible for coordinating and preserving a Master Log. • Make a record of all meetings and briefing sessions. • Make a hard copy of any relevant computer data and electronic mail.		
Support the post-incident evaluation by direct contribution and by facilitating the involvement of key members of staff. Recovery should always be treated as an opportunity to improve the business.		
At the end of the recovery phase when normality is achieved, inform all interested parties and mark with an occasion.		
Review the Business Continuity Plan to learn from the decisions taken.		

Name of attending senior employee.....

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Form C – Essential Services

What are the essential parts of the business that are required within the first 24 hours?	Server provision and connectivity. Client system integrity and availability. Company and system email services.
What are the essential parts of the business that are required within 2 – 7 days?	Alternative workspace and connectivity.
What are the essential parts of the business that are required within 8 – 14 days?	It is assumed that any outage or incident will be resolved, or in the process of being resolved, by or before, day 8.
Which external suppliers / partners / contractors (if any) are dependent on the services provided by your business?	All existing clients.
Which external suppliers / partners / contractors (if any) does your business depend upon?	OVH (hosting provider). GitLab (pen testing, development and ticketing). LetsEncrypt (SSL certification). Google (email and calendar services).

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Form D – Summary of Post Incident Resources & Equipment*(Excluding IT as these are included in Form E)*

Requirement	Within 24 Hrs	2 - 7 Days	8 - 14 Days
People			
Number of Staff			
Furniture			
Chairs			
Desks			
Cabinets			
Equipment			
Mobile Phones			
Desktop PC			
Laptop PC			
Scanner			
Printer			

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Form E – Summary of Essential IT Systems & Records

Requirement	Within 24 hrs	2 - 7 Days	8 - 14 Days
Desktop			
Microsoft Office			
Google			
Email			
Internet Access			
Additional Software			
Essential Computer Data			

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Form F – Staff Contacts

Name	Role	Email	Mobile
Dave Herring	Managing Director	dave@netfm.org	Redacted
Nici Hills	Operations Director	nici@netfm.org	Redacted
Finlay A'Court	Software Developer	finlay@netfm.org	Redacted
Luke Manning	Software Developer	luke@netfm.org	Redacted
Toby Ashton	Accounts Director	toby@netfm.org	Redacted
James Blackwell	Technical Sales Manager	james@netfm.org	Redacted

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Form G – Key Client Contacts

Co / Org Name	Contact	Licence	Email	Phone
Bournemouth, Christchurch and Poole Council	Redacted			
CAMC	Redacted			
Devon County Council	Redacted			
Linklaters	Redacted			
NatWest Group	Redacted			
New City College	Redacted			
Phoenix Group	Redacted			
Rolls-Royce	Redacted			
Skyscanner	Redacted			
Tesco Bank	Redacted			

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Form H – Plan Summary

Identified Risk	Recovery Option	Evaluation Criteria	Possible Further Action
Loss of Staff			
Loss of IT/Data			
Loss of telecommunications			
Loss of Hard Data			
Loss of Mains Services (e.g. electricity)			
Loss of key partner/supplier			
Severe weather			

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6. ANNEX

6.1 Assessing the Risks

Risk	Likelihood	Impact	General Control Measures	Possible Further Action
Fire destroying premises	Low	Low	Standard fire precautions in place.	
Theft of equipment	Low	Low	Staff are all home based so general household security in place.	
Loss of staff	Low	High	NetFM Wiki documents roles and responsibilities. Regular review assures key personnel can stand in temporarily.	
Loss or corruption of IT data	Low	High	Data security measures in place (see Data Security Breach Management Policy).	
Loss of telecomms	Low	High	Move to 4G / change networks.	
Loss of electricity	Low	Low	Back up batteries for equipment. Cloud hosted.	
Terrorist Threat	Low	High	Satisfactory measures in place by suppliers.	
Loss of key partner/supplier	Low	High	Constant and regular communication. Replacement suppliers have been sourced and any relevant data backed up.	

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6.2 Emergency Operations Log

Incident:	Date:	Sheet ... of
Time	Event	

7. TRAINING & REVIEW DATES

The plan will next be tested every six months.

The plan will be reviewed every 12 months or earlier in the event of significant change to business.