Business Continuity Planning

HiFlex Physio has developed a Businness Continuity Plan to ensure the continuation of business and following any critical incident that results in distruption to normal operational capability.

Objectives

The objectives of this plan are to:

- Undertake risk management assesment
- Define and prioritise critical business functions
- Detail immediate response to a critical incidents
- Detail strategies and actions to be taken to enable HiFlex Physio to stay in business
- Review and update this plan on a regular basis.

It has been built using the Prevention, Preparedness, Response and Recovery (PPRR) framework.

- Prevention (Risk Management Planning): Identifies and manages the likelihood and/or effect of risk associated with incident.
- Preparedness (Business Impact): Identifies and prioritieeses the key activities of a business that may be adversely affected by any disruptions.
- Response (Incident Response Planning): Immediate actions taken to respond to an incident in terms of containment, control and minimising impacts.
- Recovery (Recovery Planning): Actions taken to recover from an incident in order to minimise disruption and recovery times.

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Glossary

Business Continuity Planning	Development of a plan to manage the risk to HiFlex Physio' business, ensuring that it can operate during a crisis/disaster.
Business Continuity Plan	All of the information required to ensure that HiFlex Physio is able to resume critical business activities should a crisis/disaster occur.
Business Impact Analysis	Gathering information to determine basic recovery requirements for HiFlex Physio key business activities in the event of a crisis/disaster.
Key Business Activities	Essential activities to deliver outputs and achievement of business objectives.
Recovery Time Objective (RTO)	The time from which a crisis/disaster is declared to the time that the critical business functions must be fully operational in order to avoid serious financial loss.
Resources	Support delivery of an identifiable output and/or result. Resources may be money, physical assets, or most importantly, people.
Risk Management	The process of defining and analysing risks, and then deciding on he appropriate course of action in order to minimise these risk, whilst still achieving business goals.

1. Risk Management

The HiFlex Physio general emergency procedures override any other instructions if there is any continuing danger to personal safety of all.

Risk Description	Likelihood	Impact	Priority	Preventive Action	Contigency Plans
Building Loss- Centres	**L**	**VH**	**H**	• Ensure adequate insurance cover in place including business interruption and general property. • Set up agreement with suitable supplier for 24 hour repairs and replacement of key equipment. • Source alternative Centre site (if location and equipment have been damaged).	• HO- Immediate access to business investment fund resources whilst waiting for insurance payments. • HO to establish services (Phone, electricity, water) in temporary premises. • HO - Advise all clients
Building Loss- Head Office	**L**	**VH**	**H**	• Ensure adequate insurance cover in place including business interruption and general property • Source alternative production site (if location and equipment have been damaged)	• HO- Immediate access to business investment fund resources whilst waiting for insurance payments. • HO to establish services (phone, electricity, water) in temporary premises. • HO - Advise all Centre Staff • If documents have been lost see Document Lost. • If documents have been lost see Document Lost. • If computers have been lost or damaged see Documents Lost and Essential Equipment replacement
Bomb Threat or Fire	**L**	**VH**	**H**	• Ensure adequate insurance cover in place including business interruption and general property	• HO- Immediate access to business investment fund resources whilst waiting for insurance payments. • Enact Emergency

Risk Description	Likelihood	Impact	Priority	Preventive Action	Contigency Plans
HO Documents Lost- Electronic and Paper	**M**	**H**	**H**	• Ensure adequate insurance cover in place including business interruption and general property.	• HO- Immediate access to business investment fund resources whilst waiting for insurance payments. • HO- Immediately acquire back up CD's and install. All paper records are scanned on receipt and back up is automated and conducted daily. • Advise all Centres. • Contact outstanding creditors to receive copies of accounts. • Contact clients if cheques are lost. • Investigate ways and need to recreate from other paper or electronic files, or from supplier documents etc. Involve all stakeholders.
Power Unavailable	**H**	**H**	**H**	• Ensure adequate insurance cover in place including business interruption and general property.	• Contact Energy Provider on xxxx xxxx and ascertain extent and likely duration of problem. • Evacuate and secure premises for duration. • Advise HO for further advice.
Email or Network Down	**M**	**M**	**M**	• Ensure adequate insurance cover in place including business interruption and general property.	• Contact HO via Centre mobile to ascertain extent and likely duration
Software - XXX System Down	**M**	**M**	**M**	• Ensure adequate insurance cover in place including business interruption and general property.	• Contact HO via Centre mobile to ascertain extent and likely duration • If it is a local issue, be advised as to action
Harware Problems	**x**	**x**	**x**	• Ensure adequate insurance cover in place including business interruption and general property.	• Advise HO for further advice.