



# Business Continuity Plan

For

Subvision Surveys Ltd



UNDERGROUND UTILITY  
MAPPING SPECIALISTS

**Maintaining this document is the responsibility of:** James Hook

**This document will next be reviewed on:** 01/03/2022

**The following premises are covered in this document:**

1506 London Road, Leigh-On-Sea, Essex, SS9 2UR  
Maplin House, 14 Bull Lane, Rayleigh, Essex, SS6 8JG



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## Recommended Maintenance

This document will be updated annually from the date of its conception.

Items that will require updating will include the following:

- Team members
- Managers' responsibilities
- Insurance provider and contact details
- Staff contact details
- Equipment Details

## Business Continuity Overview

### Purpose

The purpose of this plan is to prepare our business in the event of extended service outages caused by factors beyond our control and to restore services to the widest extent possible in a minimum time frame.

### Outcome

The outcome of this plan is to ensure that the business is able to maintain a good level of service for our customers

### Plan objectives

- Serves as a guide for those implementing our business continuity plan
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery.

### Key staff

If a disaster occurs the members of our team tasked with enacting this plan are:

- James Hook (Director)
- Keith Calvin (Operations Manager)

## Staff Welfare

It must be recognised that an incident that results in the enacting of this plan may also cause additional pressures for staff. Staff members need to be given clear direction about the priorities of the business. Managers must ensure that they monitor staff more closely to ensure that their welfare is maintained.

Staff should be aware of what their role is when a major disruption occurs. Clear and concise communication with staff is pivotal to having an organised response. Staff must be made aware of what communication methods are going to be used so they can find out the latest information, if they are going to be working from a different location than normal.

Managers who suspect that staff members have suffered undue stress or even trauma from the business disruption must consider providing assistance for those staff who have been affected.

## Communicating with staff

### Communication

Action	Details	Responsible Person(s)
Communication	All communication will be centralised	Keith Calvin
Primary Communication	Email and Phone	All
Media Communication	No media contact	All

### Scenario 1

#### Premises incident

A premises incident can include flood, fire, or any other disaster that renders our office inaccessible.

#### Step 1: Evacuation of premises & safeguarding of staff

In office hours

Action	Details	Responsible Person(s)
1. Evacuate the building	Follow normal fire drill procedure for the Enterprise Centre	Site Owner
2. Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated	James Hook/ Keith Calvin
3. Verify if incident is real	If false alarm, resume business as normal	Site Owner
4. Call emergency services	999 / 112	Site Owner
6. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	James Hook/ Keith Calvin
7. Assess impact	Director to assess the scale of the incident & decide next steps	James Hook

## Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use personal mobile phones. Contact telephone provider to forward office lines to staff mobiles	Keith Calvin
Internet	Staff to use home internet connections. If home connection unavailable contact Office Manger for options	Keith Calvin
Inform insurance company	Consort Insurance Amy Edwards Account Handler  DD: 01621 890292 Office: 01621 890285	Keith Calvin
Post redirection	Contact Post Office	Keith Calvin
Inform customers	If disruption is expected, inform customers via email	James Hook/ Keith Calvin

## Scenario 2

### Infrastructure incident

An infrastructure incident can include the loss of computer / telephony systems, internet access, or power.

#### Step 1: Understand the extent of the loss

Infrastructure	Details	Responsible Person(s)
Phones	Contact phone provider to ascertain extent of outage. Contact details: Interga Communications – 01702 780 780	Keith Calvin
Internet	Contact internet provider to ascertain extent of outage. Contact details: Interga Communications – 01702 780 780	Keith Calvin

Mains power	Contact power provider to ascertain extent of outage. Contact details: Kevin De'Cort – 07792 327 393	Keith Calvin
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If outage is temporary, inform staff to stay put and await further instructions. If the outage is ongoing:

**Step 2: Business continuity**

Critical activity	Details	Responsible Person(s)
Phones	Staff to use personal mobile phones. Contact telephone provider to forward office lines to staff mobiles	Keith Calvin
Internet	Staff to use home internet connections. If home connection unavailable contact Office Manager for options	Keith Calvin
Mains power	Staff to work from home until power is restored. If power outage is widespread and staff homes are also affected contact Office Manager for options	Keith Calvin

**Scenario 3**

**Staff incident**

A staff incident can include a sudden family emergency, injury or other event which renders a key member of staff suddenly unable to work.

**Step 1: Ensure no service interruption**

Critical activity	Details	Responsible Person(s)
1. Identify interchangeable staff	All members of staff should have team members who can perform their roles, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out business-critical activities	All staff
2. Assess extent of loss	Identify whether the affected staff member's absence is likely to be temporary, longer-term, or permanent.	James Hook

	Keep in mind this may be a difficult period for the staff member and / or their family.	
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If the staff loss is temporary, support the member of staff who will be filling the gap until the absent member of staff returns. If the absence is long-term or permanent:

### Step 2: Business continuity


Critical activity	Details	Responsible Person(s)
1. Recruit temporary or full-time replacement	Follow the standard recruitment procedure to find a full-time, part-time or fixed-term contract (as appropriate) replacement.	James Hook

### Recovery phase

The purpose of the recovery phase is to resume normal working practises for the entire organisation. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

Action	Details	Responsible Person(s)
1. Agree and plan the actions required to enable recovery of normal working practises	Agreed actions will be detailed in an action plan and set against time scales with responsibility for completion clearly indicated.	James Hook
2. Respond to any long term support needs of staff	Depending on the nature of the incident, we may need to consider providing support services	James Hook
3. Publicise that there is now 'business as usual'	Inform customers through normal channels that our business is operating as normal	James Hook/Keith Calvin
4. Carry out a debrief of the incident and complete report to document opportunities for improvement and any lessons identified	This should be reviewed to ensure key actions resulting from the incident are implemented within designated time scales.	James Hook

5. Review this Continuity Plan in light of lessons learned from incident and the response to it	Implement recommendations for improvement and update this plan. Ensure a revised version of the plan is read by all members of staff.	James Hook/Keith Calvin
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Signed: (Employer)		Date:	01 <sup>st</sup> April 2021	
Subject to review, monitoring and revision by:	James Hook	Review Date:	1 <sup>st</sup> March 2022	Sooner if work activity changes