FAREHAM
BOROUGH COUNCIL

Corporate Business Continuity Policy

Fareham Borough Council

Version 1.0 August 2018

https://collaborate.resilience.gov.uk/RDService/home/139350/Business-Continuity

Foreword

Business Continuity Management is a vital component of risk management, an integral part of corporate governance. The Civil Contingencies Act 2004 requires local authorities to maintain Business Continuity Plans, to ensure that following a serious disruption, services can be provided to the community.

This document, in conjunction with the Fareham Borough Council Corporate Business Continuity Plan, defines a structure within which, during periods of serious disruption, from which a coordinated Business Continuity response can be activated, managed and recovered.

This plan supersedes the former FBC Business Continuity Policy.

Document Control

Plan version	Date	Remark(s)	Reviewer(s)
v0.1	May 2018	Initial draft for Emergency Planning consultation	CCL
v0.2	May 2018	Initial draft review	KWR
v0.3	June 2018	Draft review incorporating comments	CCL
V1.0	August 2018	Plan Published	JP

The next scheduled review of this plan is February 2020

In order to ensure that this document is maintained correctly <u>all proposed amendments must be brought to the attention of the Emergency Planning Team via the e-mail address below, who has responsibility for Emergency Planning and Business Continuity.</u>
(Email: kwright@fareham.gov.uk or jpoulter@fareham.gov.uk)

The Portsmouth and Southampton Emergency Preparedness, Resilience and Response Team (EPRRT) will decide whether such amendments consist of **contact detail amendments**, **minor amendments** or **major amendments** to the plan.

- **Contact detail amendments** will be added urgently to the Contact Directory, which will ensure the correct people are contacted upon plan activation. These

details will then be added to plans during the next annual re-issue of the document.

- **Minor amendments** do not impact significantly on the effectiveness of the plan and will be incorporated into the next annual re-issue of the document.

- **Major amendments** impact significantly on the effectiveness of the plan and will result in a new plan version being issued 'in-year' and the existing electronic and *primary* paper copies will be replaced by the EPRRT. Any *additional* copies (see Distribution section) will be replaced by the relevant plan owner or delegated team.

Glossary

BCM	Business Continuity Management
BCMS	Business Continuity Management System
BCP	Business Continuity Plan
CCA	Civil Contingencies Act 2004
CCMT	Corporate Crisis Management Team
CXMT	Chief Executive's Management Team
DCMT	Directorate Crisis Management Team
DoA	Deed of Agreement
DR	Disaster Recovery
EPRRT	Emergency Preparedness, Resilience and Response Team
FBC	Fareham Borough Council
EP	Emergency Planning
HIOW LRF	Hampshire and Isle of Wight Local Resilience Forum
RTO	Recovery Time Objective
SCC	Southampton City Council
SCG	Strategic Coordinating Group

Distribution

The following officers have access to the plan:

- **Chief Executive**
- **Chief Executive Management Team (Directors & Assistant Directors)**
- **EP Team**
    - **Head of Building Repairs & Maintenance Service (holds responsibility for Emergency Planning and plan owner)**
    - **SCC Emergency Preparedness, Resilience and Response Team**
- **Corporate Communications Team**

The plan is stored electronically on ResilienceDirect

https://collaborate.resilience.gov.uk/RDService/home/139350/Business-Continuity

Plan Approval

Role	Name	Date	Signature
Authorised By	Peter Grimwood	July 2018	
Owner	Kevin Wright	July 2018	
Key Service Contact	Jazmine Poulter / Caroline Calvert-Lee	July 2018	

Contents

Section 1
Background

1.1   Introduction

Business Continuity Management (BCM) is the strategic and tactical capability of an organisation to plan for and respond to incidents and business disruptions in order to continue business operations at an acceptable predefined level. Business continuity can be effective in dealing with both sudden 'rapid-onset' (e.g. fire) and gradual 'rising tide' (e.g. flu pandemic) incidents.

Fareham Borough Council (FBC) has a duty to ensure that a Business Continuity Management System (BCMS) is in place comprising of Business Continuity Plans (BCP) within all directorates which, in the event of any major disruption of day-to-day activity, will aid and inform service recovery. The BCM Programme outlines the implementation of the BCMS within FBC.

BCM is a vital component of Risk Management which forms an integral part of the council's overall Corporate Governance arrangements. The Civil Contingencies Act 2004 (CCA), which delivers a single framework for civil protection in the United Kingdom, requires Category 1 responders, which includes local authorities, to maintain their internal BCP's.

BCM is a planned process aimed at managing the many and varied operational risks inherent in the day-to-day delivery of services. The key advantages of BCM include:

- Identification of critical functions within directorates in advance of serious disruption. This will enable informed decisions to be made as to how and what risks need to be managed.

- Definition of the roles and responsibilities of individual officers when responding to and recovering from serious disruption.

- Determination of resources required to maintain a predefined level of service to the community during periods of serious disruption.

- Enablement of process for continual improvement, ensuring that plans remain fit for purpose.

It is important to remember that partner providers, and other companies and organisations who deliver goods or services on behalf of the council, are business continuity compliant and are capable of operating across the broad range of business disruptions that they are likely to face.

Under the CCA it is the responsibility of the local authority to provide advice and assistance to businesses and voluntary organisations on BCM.

Section 2
BCM Programme

2.1   Aim & Objectives

The **aim** of the Corporate Business Continuity Policy is:

- To define the Business Continuity Management Programme strategy for Fareham Borough Council.

The **objectives** of the Corporate Business Continuity Policy, as far as reasonably practicable, are to:

- Align closely to ISO22301; the International Standard for BCM.
- Outline the structure within which a coordinated Business Continuity response can be activated, managed and recovered from.
- Define the roles and responsibilities of officers.
- Outline training and exercise requirements.
- Provide a framework for continual improvement.

2.1.1   In Scope

The implementation and on-going infrastructure for responding to serious disruption across Fareham Borough Council, including all Directorates, can be summarised as follows:

- A strategic document (this policy) that sets out priorities, management structures, and roles and responsibilities to ensure an appropriate response to any disruption.
- The Corporate Business Continuity Plan addresses the full range of the Council's functions and service areas. Where appropriate, it considers the interdependencies of different organisations, mutual aid and partnership arrangements.
- Specific tactics have been produced to mitigate the effects of loss of infrastructure including facilities and IT (including Disaster Recovery)
- Directorates will have their own Business Continuity Plans to identify critical services and outline the specific arrangements in place for the various services and teams.

2.1.2 Out of Scope

This Policy document covers the arrangements for FBC only. While it is the responsibility of FBC to ensure BC arrangements for partners and third-party contractors are in place, the specifics of their BC arrangements are held with them.

2.1.3 BCM Programme Structure

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                    ┌────────────────────────┐
                    │   Corporate BC Policy  │
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                                 │
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                    │    Corporate BC Plan   │
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   ┌──────────────┬─────────────┴────────────┬──────────────────┐
┌──────────┐  ┌──────────┐   ┌──────────────┐  ┌──────────────┐
│ BC Plan  │  │ BC Plan  │   │ Director level│  │ Director level│
│          │  │          │   │   BC Plan    │  │   BC Plan    │
│Planning &│  │Finance & │   │              │  │              │
│Regulation│  │Resources │   │   Fareham    │  │  Streetscene │
│          │  │          │   │   Housing    │  │              │
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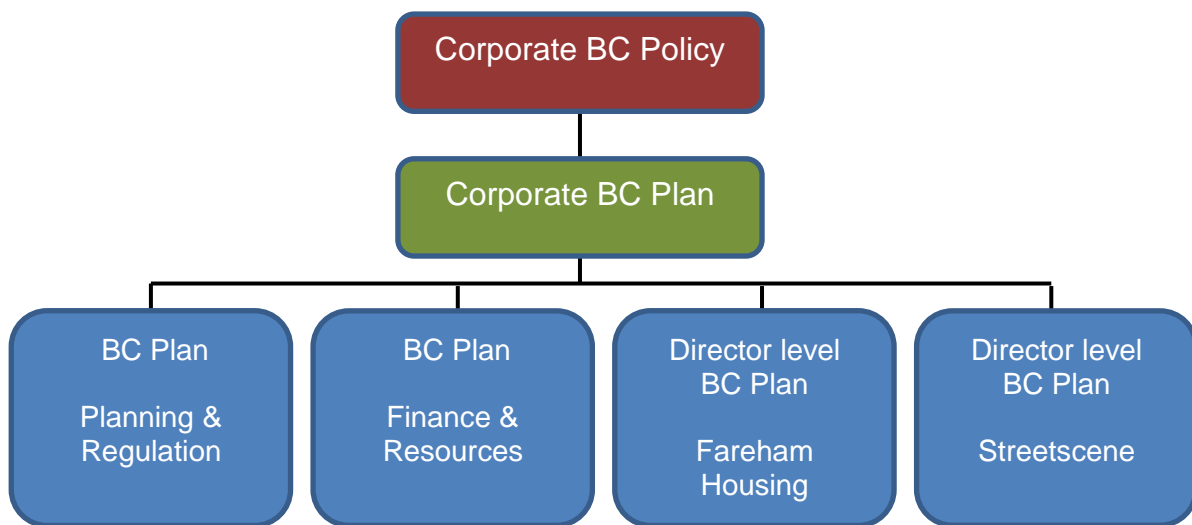
Note: The number of individual BCPs may vary depending on the number of active Directorates

2.2   Associated Documents

Plan	Owned by
Internal	
FBC Corporate Business Continuity Plan	Head of Building Repairs and Maintenance Service
FBC Business Continuity Plans (One per director / Head of Service as appropriate)	Directors / Nominated Plan Authors
FBC Corporate Risk register	Directors
FBC Emergency Response Plan	EP Team
HIOWLRF Strategic Guidance for Fuel Supply Disruption	HIOW LRF
External	
Guidance contained within the British Standard ISO22301 Code of Practice	ISO

2.3   Policy Approval

The Corporate Business Continuity Policy is produced by the Head of Building Repairs & Maintenance (with responsibility for Emergency Planning), in partnership with the PCC and SCC EPRR Team, on behalf of FBC. This partnership is henceforth called the EP Team for the purposes of this document and in other Business Continuity documentation.

The Chief Executive's Management Team (CXMT) of Fareham Borough Council have approved the adoption of this policy across the organisation

2.4   Ownership

The Corporate Business Continuity Policy is owned by FBC under the following:

- **Responsible Officer**: Chief Executive

- **Owner:** Head of Building Repairs and Maintenance Service

- **Team:** The EP Team is responsible for producing the Corporate Business Continuity Policy and ensuring it is regularly exercised and updated on behalf of the Chief Executive.

2.5   Policy Review

The Corporate Business Continuity Policy will be reviewed by the FBC CXMT when:

- Lessons identified from experience or exercise indicates this policy is out of date;
- A restructure or other changes to the organisation indicates this policy is out of date;
- Every three years from initial publication.

Internal audits of BCPs will be arranged at intervals with the EP Team. The purpose is to determine whether BCPs continue to conform to planned arrangements, are properly implemented and maintained and remain effective in meeting the authority's BCM policy and objectives.

2.6   Risk Assessment

It is important that the significant risks threatening the performance of the critical functions in the event of an emergency or disruption are identified, as this will enable services to focus resources in the right areas and develop appropriate continuity strategies.

FBC has in place a Corporate Risk Register which identifies the most significant risks in respect of the achievement of key priorities / objectives and delivery of services. The council's strategic risks together with the associated mitigating actions and controls are subject to periodic challenge and review by the CXMT.

The Hampshire and Isle of Wight Local Resilience Forum (HIOWLRF) have developed a Community Risk Register which identifies a number of top risks for the local area. The table below identifies some internal and external risks that have the potential to necessitate the local authorities BCPs to be implemented:

Internal	External
Loss of Critical Infrastructure e.g. internet, network, telecommunications	Pandemic Flu
Industrial Action	Flooding
Staff Sickness – Pandemic Flu	Severe Weather, including cold weather / heatwave
	Community Tensions
	Industrial Accidents
	Industrial Action

Each directorate management team considers these, and any other risks specific to that directorate, when completing their BCP.

2.7   The Business Continuity Management Lifecycle

The ISO22301 "BCM Lifecycle" shows the stages of activity that an organisation moves through and repeats the overall purpose of improving organisational resilience.   Alignment to the BCM Lifecycle will ensure the integrity of Business Continuity arrangements and assurance to stakeholders that an organisation is resilient and able to respond to disruption effectively.   A diagram of the BCM Lifecycle is below (figure 1) and an explanation of how FBC implements each stage is given overleaf.

Figure 2: The Business Continuity Management Lifecycle (BCI Good Practice Guidelines 2018)

The application of this lifecycle is completed through the Business Continuity Management System employed by FBC, see 2.9.

2.7.1 Policy and Programme Management

Policy and Programme Management is at the start of the BCM Lifecycle. It is the Professional Practice that defines the organisational policy relating to Business Continuity and how that policy will be implemented, controlled and validated through a BCM programme. This part of the lifecycle is reflected in FBC's Corporate Business Continuity Policy (this document).

2.7.2 Embedding Business Continuity

Embedding Business Continuity is an ongoing activity resulting from the Policy and Programme Management stage of the BCM Lifecycle. It continually seeks to integrate Business Continuity into day-to-day business activities and organisational culture. This part of the lifecycle is incorporated into the Business Continuity training and exercising coordinated by the EP Team along with the embedding associated with activation of Corporate and individual BCPs in response to disruption.

2.7.3 Analysis

Analyse reviews and assess an organisation in terms of what its objectives are, how it functions and the constraints of the environment in which it responds. The main technique used for the analysis of an organisation for Business Continuity purposes is the Business Impact Analysis (BIA). BIA identifies, quantifies and qualifies the impacts in time of a loss, interruption or disruption of business activities on an organisation and provides data from which appropriate continuity strategies can be determined. This part of the lifecycle is conducted within FBC's Corporate and individual BCPs.

2.7.4 Design

The Design stage of the BCM Lifecycle identifies and selects appropriate strategies and tactics to determine how continuity and recovery from disruption will be achieved. This part of the lifecycle is conducted within the Corporate Business Continuity Policy (this document) and FBC's Corporate and individual BCPs.

2.7.5 Implementation

Implementation executes the agreed upon strategies and tactics through the process of developing the BCP. The aim is to identify and document priorities, procedures, responsibilities and resources to assist the organisation in managing a disruptive incident, while implementing continuity and recovery strategies to a pre-determined level of service. This part of the lifecycle is conducted within FBC's Corporate and individual BCPs.

2.7.6 Validation

Validation confirms that the BCM Programme meets the objectives set in the BC Policy and that the organisations BCP is fit for purpose. The purpose of validation is to ensure the Business Continuity capability reflects the nature, scale and complexity of the organisation it supports and that it is current, accurate and complete, and that actions are taken to continually improve organisational resilience. This part of the lifecycle is incorporated into the Business Continuity training and exercising coordinated by the EP Team along with the validation associated with activation of Corporate and individual BCPs in response to disruption.

Summary of BCM Lifecycle links to FBC documents	
Stage of lifecycle	Element of BC Policy/ BCPs
Policy and Programme Management	Corporate Business Continuity Policy
Embedding BC	BC Training and exercising / BC Plan activations and responses
Analysis	Corporate Business Continuity Plan / Directorate Business Continuity Plans
Design	Corporate Business Continuity Policy / Corporate Business Continuity Plan / Directorate Business Continuity Plans
Implementation	Corporate Business Continuity Plan / Directorate Business Continuity Plans
Validation	BC Training and exercising / Plan activations

2.8   Business Continuity Management System

The BCM Programme is implemented and managed using a formalised method to a recognised standard, this is known as a Business Continuity Management System (BCMS). In this case FBC uses the Plan-Do-Check-Act (PDCA) cycle.
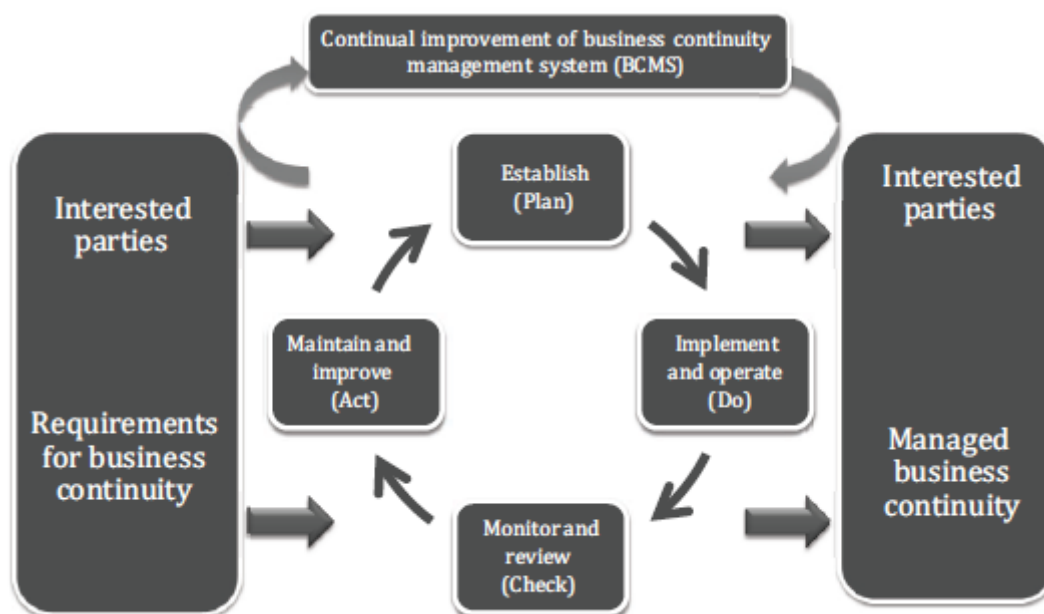
Figure 3: Plan-Do-Check-Act Cycle

Plan (Establish)	Establish business continuity policy, objectives, controls, processes and procedures relevant to improving business continuity in order to deliver results that align with the organisation's overall policies and objectives.
Do (Implement and operate)	Implement and operate the business continuity policy and plans, controls, processes and procedures.
Check (Monitor and review)	Monitor and review performance against business continuity objectives and policy, report the results to management for review, and determine and authorise actions for remediation and improvement
Act (Maintain and improve)	Maintain and improve the BCMS by taking corrective actions, based on the results of management review and re-appraising the scope of the BCMS and business continuity policy and objectives.

Section 3
Roles & Responsibilities

To implement, develop and maintain the Corporate Business Continuity Policy, roles and responsibilities have been identified against individual posts within the council's structure. Broad definitions of these responsibilities are provided below, with the chart at 3.11 providing more detailed information.

3.1   The Chief Executive

The Chief Executive is responsible for providing Business Continuity leadership and will ensure that a structure is developed and maintained which integrates and embeds Business Continuity within the council. The Chief Executive also authorises the Corporate Business Continuity Policy.

3.2   Chief Executive Management Team (CXMT)

The CXMT (Directors / Heads of Service as appropriate) are responsible and accountable to the Chief Executive for the implementation and development of the council's Corporate BCP and fulfilling a role within the response structure. They are the owner of their service area BCP and they will nominate appropriate persons to act as BCP Author, or undertake this role themselves, depending on the needs and structure of their service(s).

3.3   Business Continuity Plan Authors

Plan Authors are responsible and accountable to their Director for the implementation, development and management of BCP's within their allocated areas of responsibility and they fulfil a role in the response structure.

3.4   Emergency Planning Team

The Emergency Planning Team for FBC is comprised of the Head of Building Repairs & Maintenance Service who has responsibility for Emergency Planning for FBC, along with members of the PCC and SCC EPRR Team who provide support to FBC through a Deed of Agreement (DoA).   This group will facilitate the

implementation, development, training and exercising the council's Corporate and individual BCPs, and the management of the BCM Programme.

3.5   Staff

Staff will, in respect of the BCP's, have assigned responsibilities. These responsibilities can include but are not limited to:

- Assisting in the development of BCP's.
- Taking part in the BCP activation process.
- During periods of disruption, fulfilling duties outside of their normal role in order to meet the requirements of the individual and Corporate BCP's.

3.6   Business Continuity Group

The Business Continuity Group (BCG) will be chaired by the Chief Executive, or nominated Director, and will depend on the nature of the disruption.   Core membership will comprise:

- Director of Planning & Regulation
- Director of Finance and Resources
- Managing Director of Fareham Housing
- Head of Building Repairs and Maintenance Service
- Head of Finance and Audit
- Head of Streetscene
- Head of HR and IT
- Head of Leisure and Corporate Services
- Representative from the EP Team

The main tasks of the BCG are:

- Implement the Corporate BCM Policy
- Identify priority areas for support
- Brief and advise the Directors on council resilience, priorities and delivery options.
- Advise directorates of decisions on priority actions
- Co-ordinate and communicate customer service arrangements across the council

- Collate information on availability of council facilities

- Co-ordinate requirements for alternative buildings and facilities

- Collate information on directorate staffing levels and availability

- Co-ordinate and advise on re-deployment of staff to priority services or other locations

- Provide advice to staff and managers on agreed working arrangements and health and safety issues

- Co-ordinate internal volunteers lists

- Act as the primary link with members and MPs

3.7   Corporate Crisis Management Team

The main tasks of the CCMT are:

- To assess the damage of and ensure the security and safety of any affected building

- Mitigate any loss through salvage of the contents of affected building

- Determine availability of council facilities

- Source alternative and new premises if required

- Manage relocation to Disaster Recovery Site or alternative venue(s)

- Restoration of critical services at the Disaster Recovery Site

- Manage Insurance Claim process

3.8   Director-level Management Teams

Each Director will form their own Management Team (DMT) to manage Business Continuity within their area of responsibility. The Director or an alternative senior manager (Head of Service) will chair the group and core membership will comprise of those with a role in managing the Business Continuity response for that Directorate.

The main tasks of the DMTs are:

- Assess the likely impact of the incident on the service
- Activate the BCP
- Identify priority service areas for support
- Ensure that there is a common understanding of priorities and planned actions
- Co-ordinate and advise on re-deployment of staff to priority services or other locations
- Provide advice to staff and managers on agreed working arrangements and health and safety issues.
- Implement corporate BCG decisions on priority actions and service support
- Brief and advise corporate BCG on operational business continuity issues, delivery options and priorities.

3.9   Disaster Recovery Team

The Disaster Recovery Team comprises of both FBC Information Services staff and staff members provided by the Disaster Recovery Provider.

The main tasks of the Disaster Recovery Team are:

- Retrieval of backed up material from Server House
- Work in collaboration with Disaster Recovery Team
- Restoration of critical services at the DR Site
- To install working communications after any loss of service

3.11 Roles and Responsibilities Flow Chart

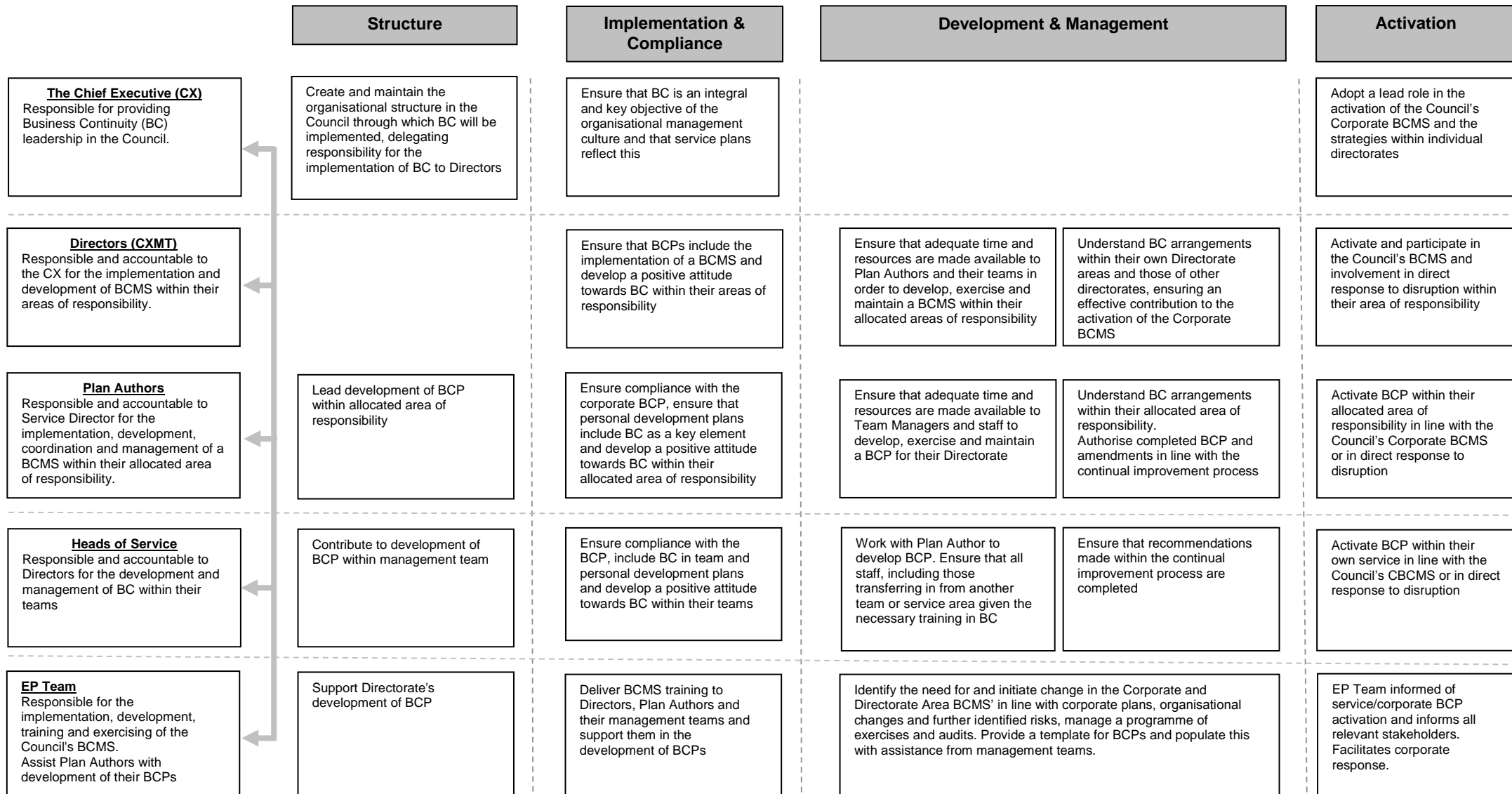Please see overleaf for the main roles and responsibilities flow chart.

3.11 Roles and Responsibilities Flow Chart

	Structure	Implementation & Compliance	Development & Management		Activation
The Chief Executive (CX) Responsible for providing Business Continuity (BC) leadership in the Council.	Create and maintain the organisational structure in the Council through which BC will be implemented, delegating responsibility for the implementation of BC to Directors	Ensure that BC is an integral and key objective of the organisational management culture and that service plans reflect this			Adopt a lead role in the activation of the Council's Corporate BCMS and the strategies within individual directorates
Directors (CXMT) Responsible and accountable to the CX for the implementation and development of BCMS within their areas of responsibility.		Ensure that BCPs include the implementation of a BCMS and develop a positive attitude towards BC within their areas of responsibility	Ensure that adequate time and resources are made available to Plan Authors and their teams in order to develop, exercise and maintain a BCMS within their allocated areas of responsibility	Understand BC arrangements within their own Directorate areas and those of other directorates, ensuring an effective contribution to the activation of the Corporate BCMS	Activate and participate in the Council's BCMS and involvement in direct response to disruption within their area of responsibility
Plan Authors Responsible and accountable to Service Director for the implementation, development, coordination and management of a BCMS within their allocated area of responsibility.	Lead development of BCP within allocated area of responsibility	Ensure compliance with the corporate BCP, ensure that personal development plans include BC as a key element and develop a positive attitude towards BC within their allocated area of responsibility	Ensure that adequate time and resources are made available to Team Managers and staff to develop, exercise and maintain a BCP for their Directorate	Understand BC arrangements within their allocated area of responsibility. Authorise completed BCP and amendments in line with the continual improvement process	Activate BCP within their allocated area of responsibility in line with the Council's Corporate BCMS or in direct response to disruption
Heads of Service Responsible and accountable to Directors for the development and management of BC within their teams	Contribute to development of BCP within management team	Ensure compliance with the BCP, include BC in team and personal development plans and develop a positive attitude towards BC within their teams	Work with Plan Author to develop BCP. Ensure that all staff, including those transferring in from another team or service area given the necessary training in BC	Ensure that recommendations made within the continual improvement process are completed	Activate BCP within their own service in line with the Council's CBCMS or in direct response to disruption
EP Team Responsible for the implementation, development, training and exercising of the Council's BCMS. Assist Plan Authors with development of their BCPs	Support Directorate's development of BCP	Deliver BCMS training to Directors, Plan Authors and their management teams and support them in the development of BCPs	Identify the need for and initiate change in the Corporate and Directorate Area BCMS' in line with corporate plans, organisational changes and further identified risks, manage a programme of exercises and audits. Provide a template for BCPs and populate this with assistance from management teams.		EP Team informed of service/corporate BCP activation and informs all relevant stakeholders. Facilitates corporate response.

Figure 4: Roles and Responsibilities Flow Chart

Section 4
Training & Continual Improvement

4.1   Requirement for Training & Continual Improvement

It is both a duty and requirement of the planning process to train and exercise plans. Such plans should be tested in part or whole and documented accordingly. Associated learning from either exercises or real time incidents will inform the refinement and further development of such plans and ensure that those charged with supporting and managing the response are both confident and competent to do so.

4.2   Training

In order to provide employees with the knowledge to implement, develop and maintain a BCP, training responsibilities are assigned to individual positions.

4.2.1 Emergency Planning Team

The Emergency Planning Team will ensure that the Chief Executive, Councillors, Directors / Heads of Service and Plan Authors receive an appropriate amount and level of training enabling them to carry out their responsibilities outlined in this document. The Emergency Planning Team will ensure that awareness training is available for directorate management teams.

4.2.2 Directors

Directors / Heads of Service will ensure that staff with an assigned BC role, including Plan Authors, either within development or as part of a response, receives the necessary training to fulfil that role.

4.3   Continual Improvement

In order to ensure the ongoing effectiveness of the BCMS, a structured approach to maintenance, reviews, exercises and audits is to be adhered to. Additional exercises, reviews and audits may be implemented following significant organisational changes.

4.3.1 Exercise

Exercises provide demonstrable evidence of a business continuity and incident management competence and capability.   Exercises should not be used as an opportunity to train staff. A BCP cannot be considered reliable until it is exercised and has proven to be workable. Exercises can be no notice and live and will:

- Be consistent with the scope of the Corporate Business Continuity Policy, the Corporate and individual BCPs and the Business Continuity Exercise Toolkit.

- For live exercises, it will be agreed between the Emergency Planning Team, Director and the appropriate Director/Plan Author and carried out in such a way that the risk of an incident occurring as a direct result of the exercise is minimised.

- Be subject to a post exercise report, completed by the Emergency Planning Team.

4.3.2 Maintenance

Maintenance will ensure that BCP's remain fit for purpose between reviews, exercises and audits and can result from changes in staff, facilities, resources, organisational objectives, policies and procedures. The Emergency Planning Team will coordinate maintenance of BCPs with relevant Plan Authors.

4.3.3 Reviews

Reviews will include information on:

- The consistency between the scope of the Corporate Business Continuity Plan, individual BCP's and, in the case of a review following plan activation, the response by the Directorate.

- The effect of changes in organisation and legal, statutory requirements.

- The validity of recovery time objectives, staffing and resources.

- Feedback and comment from plan users and stakeholders.

4.3.4 Audits

Audits will be carried out internally or externally by suitably qualified auditors. Audits will:

- Be conducted by the auditor in a manner that will ensure objectivity and impartiality.

- Determine whether the BC arrangements are effective in meeting the organisations BCM objectives.

- Determine whether the BCPs have been properly maintained, in particular that changes following the preventative and corrective action processes have been completed.

- Take into account the results of previous audits.

- Be followed by a written report which details audit outcomes and includes required actions and is concluded.

4.3.5 Preventative and Corrective Action

Preventative and corrective action will be completed following reviews, exercises and audits. This process will:

- Ensure that any recommendations made as a result of continual improvement are completed and recorded as such.

- Provide confirmation that BCPs have been amended following changes by completing the Amendment List and Continual Improvement Record.

4.3.6 Continual Improvement Schedule

Maintenance	Schedule Review	Post Activation Review	Exercise – Table Top	Exercise - Live	Audit
As required	12 months	As required	Annually	Where need identified in particular service	3 years

4.3.7 Continual Improvement Flow Chart

ACT
Director / EP Team to initiate actions as required by the Continual Improvement Schedule

Maintenance – Plan Author / EP Team

PLAN
Review – Plan Author / EP Team

DO
Table Top – Plan Author / EP Team

CHECK
Audit – EP Team /external as required

Review report – Plan Author / EP Team

Post exercise report – Plan Author / EP Team

Audit documentation as appropriate

To ensure that:
- All preventative & corrective action requirements are completed
- Amendments are raised and incorporated into full copies of supporting documents and distributed BCPs as appropriate
- Directors are notified of such amendments, for consideration by BCG of such amendments to the Corporate BCP
- Administration records are updated following actions carried out within the continual improvement process
- Authorise the revised BCPs following amendment

Plan Author/Director are to:
- Authorise the revised BCP following amendment

Plan Author / CCU to:
- Scrutinise and retain review reports, post exercise reports and audit documentation
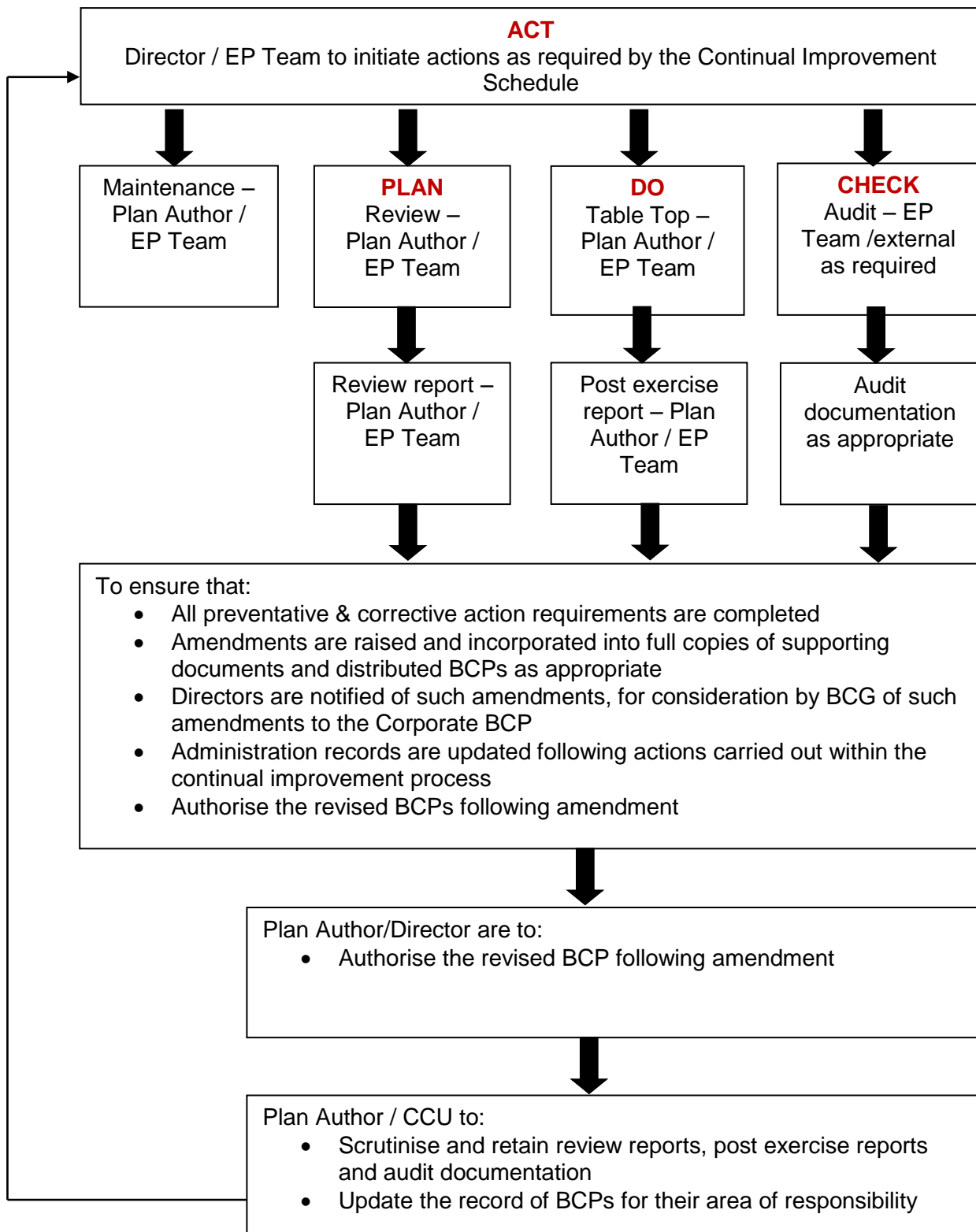- Update the record of BCPs for their area of responsibility

Figure 5: Continual Improvement Flow Chart