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| **Purpose** | This plan seeks to provide a roadmap for continuing operations and services under adverse conditions (i.e. interruption from natural or man-made hazards). Business continuity planning is an on-going state or methodology governing how our business is conducted.  (Service delivery continuity during a pandemic is documented in the ‘Pandemic Plan’) |
| **Scope** | This plan includes all operations and services of our organisation. |
| **References** | |
| **Standards** | [ISO 22301:2019 Security and resilience — Business continuity management systems — Requirements](https://www.iso.org/standard/75106.html) |
| **Guidelines** | [business govt nz](https://www.business.govt.nz/risks-and-operations/planning-for-the-unexpected-bcp/continuity-and-contingency-planning/)  Managing business continuity  [Protective security GOVT.nz](https://www.protectivesecurity.govt.nz/guidance/security-governance/managing-business-continuity)  [Resilient organisations](https://www.resorgs.org.nz/resources/resilience-booklets/) |
| **Organisation’s**  **Policies and Procedures** | Organisational Risk Management  Pandemic Plan  Health and Safety  Delegations of Duty  Staff Levels and Skill Mix (in Workforce and Structure Policy) |

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| **BUSINESS CONTINUITY** |

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| **planning** | **recovery** | **management** | **ongoing operation** | **risk** | [**resilience**](https://www.resorgs.org.nz/resources/resilience-booklets/) | **procedures** |
| Treatment Plan Clipart, Download Free Images, Free Clip Art on Clipart.Email | 54,368 Disaster Stock Illustrations, Cliparts And Royalty Free Disaster  Vectors | 10 Business Clipart management pics to free download on Animal Maker | Operation project icon in flat style. Gear process vector illustration on white isolated background. Technology produce business | Library of banner free risk management png files ▻▻▻ Clipart Art 2019 | Free resilience Images, Pictures, and Royalty-Free Stock Photos -  FreeImages.com | Wisconsin Innovation Service Center (WISC) |

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| **Services and contingency arrangements** | | | | | | |
| **Name of Building/Service** | Nature of service/activities provided in the building | Can this service be provided in an emergency? | | | **Re-location options** | |
| yes | | no |
|  | |  |
|  |  |  | |  |  | |
| **Key personnel and Backup** | | | | | | |
| **Title of Role** | **Functions/Tasks** | | **Back-up – Person/Role** | | | |
| Administrator |  | |  | | | |
| Board Chair |  | |  | | | |
| Chief Executive Officer |  | |  | | | |
| Clinical Lead |  | |  | | | |
| Finance Manager |  | |  | | | |
| Health and Safety Representative |  | |  | | | |
| HR Manager |  | |  | | | |
| Information Technology Manager |  | |  | | | |
| Maintenance Manager |  | |  | | | |
| **Personnel able to work from home** | | | | | | |
| **Service/department** | **Staff role** | | **Requirement to set-up working from home** | | | **Tasks that can be done from home** |
| Human Resources |  | |  | | |  |
| Information Management |  | |  | | |  |
| Administration |  | |  | | |  |
| Operational Management |  | |  | | |  |
| Clinical Management |  | |  | | |  |
| Support Services |  | |  | | |  |
| Health and safety |  | |  | | |  |

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| **Cover of rosters/working hours if up to 40% of staff are not able to work** | | | | | | | | | |
| **Day programs** | | | | | **Minimum staff needed** | | | **Roster arrangements** | |
|  | | | | |  | | |  | |
| **Community support** | | | | | **Minimum staff needed** | | | **Roster arrangements** | |
|  | | | | |  | | |  | |
| **Services that operate 24/7** | | | | | **Minimum staff needed** | | | **Roster arrangements** | |
|  | | | | |  | | |  | |
| **External Contractors – Funding and Subcontracts** | | | | | | | | | |
| **Funding agency**  **Subcontractor agency** | | | | | **Contact person and contact details** | | | **Specify situations when and what to contract.** | |
| **When** | **What** |
| Health NZ/Te Whatu Ora | | | | |  | | |  | |
| General Practitioner | | | | |  | | |  | |
| Psychologist | | | | |  | | |  | |
| Psychiatrist | | | | |  | | |  | |
| Infection prevention and control specialist | | | | |  | | |  | |
| Bureau staff | | | | |  | | |  | |
| **External Contractors – Utilities and Services** | | | | | | | | | |
| **Area** | | **Business/Name** | | | | | **Contact details** | **Situation when to call/access** | |
| Information Technology | |  | | | | |  |  | |
| Salaries and Wages | |  | | | | |  |  | |
| Telecommunication | |  | | | | |  |  | |
| Electricity provider | |  | | | | |  |  | |
| Bank | |  | | | | |  |  | |
| Company lawyer | |  | | | | |  |  | |
| Water supply | |  | | | | |  |  | |
| Council | |  | | | | |  |  | |
| Electrician | |  | | | | |  |  | |
| Plumber | |  | | | | |  |  | |
| Building maintenance | |  | | | | |  |  | |
| Civil Defence | |  | | | | |  |  | |
| **Critical equipment** | | | | | | | | | |
| **Equipment** | | | **Contingency** | | | | | **Service/Person responsible for arrangements** | |
| Computers | | | * Backed-up daily * Laptops/i-pad/mobile | | | | |  | |
| Company cars | | |  | | | | |  | |
| Landline phones | | |  | | | | |  | |
| Mobile phones | | |  | | | | |  | |
| Peoples records  (service provision) | | |  | | | | |  | |
| Medication | | |  | | | | |  | |
| Food | | |  | | | | |  | |
| Water | | |  | | | | |  | |
| Disaster kit | | |  | | | | |  | |
| First aid kit | | |  | | | | |  | |
| **Critical documents** | | | | | | | | | |
| **Document** | **Purpose** | | | | | | **Held and managed by** | **Held where & copy available** | |
| Company Deed | Legal requirement | | | | | |  |  | |
| Insurance | Replacement  General Indemnity  Professional Indemnity  Buildings  Car  Public Liability  Contents | | | | | |  |  | |
| Mortgage |  | | | | | |  |  | |
| Utility bills | Payment for essential utilities | | | | | |  |  | |
| Building lease | Place where the service operates from | | | | | |  |  | |
| HR records | Continue with employment conditions | | | | | |  |  | |
| Accounts and Finances | Paying tax, kiwi saver, ACC, GST | | | | | |  |  | |
| Car Lease |  | | | | | |  |  | |
| Loans |  | | | | | |  |  | |
| **Infection outbreak – isolation premises** | | | | | | **Contingency Locations** | | | |
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|  | | | | | |  | | | |
| **Communicating the business continuity plan** | | | | | | | | | |
| **Copies of the plan:** | | | | Displayed at each service. | | | | | |
| Each person named in this plan will have a copy. | | | | | |
| Available on the organisation’s website. | | | | | |
| This plan will be discussed with staff. | | | | | |