



## Business Continuity Plan

### Immediate Action

This business continuity plan is based on a major incident such as the destruction of the building. It can be easily adapted for less severe situations; in which case it may not be necessary to complete all the initial tasks below:

1. Alert key members of staff
2. Agree with key staff the activities needed and implement recovery plan.
3. Advise other staff of when and where to report
4. Notify key contacts (suppliers/clients)
5. Establish the immediate business needs
6. Maintain a log of all decisions/events/action taken
7. Consider working arrangements for staff
8. Notify your insurers
9. Alert IT contact

### COMPANY DETAILS

#### KEY CONTACT NUMBERS

NAME	JOB TITLE	OFFICE NUMBER	MOBILE NUMBER	EMAIL
Danny Phillips	Managing Director	01788 546985	07974 524175	danny@graftersrecruit.co.uk
Paige Castles	Sales Director	01788 546985	07494 458014	paige@graftersrecruit.co.uk

### BUSINESS CONTACT LIST

This list contains details of important business contacts. Where it is necessary for personal contact to be made, it will include key customers and suppliers.

Company	Contact Name	Telephone numbers
OMB	Shawn Colbourne	01276 700617
OMB	Steve Selby	01276 700611
DMAIT	Mike Shoat	0845 3884521
DRS (Driver Rec Software)	Sadie Weston	0333 3446614
Cheshire Insurance Brokers	Victoria Benito	0161 928 9675
EE Business	Jill Armstrong	0800 079 1003
Virocom	Olivia Scott	0203 988 8015
Crystalline	Victoria Spink	0344 8464 222

## ACTION PLAN

Task	Detail	Instructions	Completed
Directors	Call all directors	Let directors know the situation	
IT & DRS	Call Mike & Sadie	Ensure you have access to DRS and the server from the new location	
OMB	Call Shawn or Steve	Ask Shawn to contact Insurance company and landlord	
Move Location		Relocate to nearest branch	

## KEY BUSINESS FUNCTIONS (in order of priority)

1. Notify Directors
2. Relocate to nearest branch
3. Contact all relevant clients and candidates from database
4. Contact OMB accounts
5. Contact Mike at DMAIT

## OFF SITE RECOVERY LOCATION

Location	Contact	Number
Nearest branch in office network	Branch Manager	Given by Director

## BACK UP INFORMATION

Back up computer records and data	OMB, DMAIT, DRS
Critical paper records + information	OMB
Emergency pack	OMB

## CASCADE

This list ensures that all key members of staff are contacted and made aware of the incident, make sure that a record of all those contacted and those not contacted are kept;

Upon being contacted Danny Phillips will contact;

Name	Number
Paige Castles	07494 458014

Paige Castles will contact Branch Managers;

Name	Number
Colin Sefton	07496 056871
Dusana Lecova	07496 733387
Hayleigh Holtom	07957 656906
Roger Scoot	07880 034176

## DATA RECOVERY TIMESCALE

Failed Company	Business Risk	Potential down time
OMB	Worker Payments	2 hours
OMB	Accounts / Credit Control / Staff salaries	Fully operational within 24 hours
DMA IT	IT across the business	Fully operational within 24 hours
DRS (SOFTWARE)	CRM Database	Back up platform available immediately
EE / VIROCOM / CRYSTALINE	Phonelines / internet	Immediate manual divert available / use mobile hotspots where internet has failed

