



Issue 2: 1 February 2018

Business Continuity Plan

Introduction

Enterprise England is committed to ensuring business continuity in the event of an unplanned crisis or incident. This document aims analyse events that could impact the business continuity of **Enterprise England** and identify actions to be taken to mitigate and minimise the risk and exposure caused.

Scope

The policy applies to all employees directly employed by **Enterprise England**, and to workers employed via agencies, contractors and Trustees.

Enterprise England is a charity (registration pending) providing business office accommodation and support services to start-ups and early stage businesses, charities, social enterprises and entrepreneurs.

Policy

Enterprise England is committed to undertaking the required level of planning to ensure that business continuity is maximised in the event of an incident being identified and implementing the necessary actions to protect the safety and welfare of staff, visitors and the public.

Elements of Business Continuity

For the purposes of contingency planning, this plan is dealt with as follows:

- **People** - loss of key staff or skills e.g. above normal levels of absenteeism due to illness
- **Premises** - loss of access to premises due to serious incident including fire or flood
- **Equipment** - Loss of critical systems e.g. ICT failure

People

Enterprise England is a small charity, currently with no staff and relying upon outsourced consultants.

Premises

The nature of the business means that **Enterprise England** has property that it runs the enterprise centres from around the UK.



Equipment

The use of cloud-based IT systems and tools by **Enterprise England** reduces the likelihood of a catastrophic failure of systems and tools. By ensuring that the correct people have access to the right documentation and information and that backups are taken of critical information minimises any impact of such a failure.

Where it is necessary to keep specific files locally, for example a centre specific document, it is important to ensure all staff are aware of the location and have access to it in the absence of its creator.

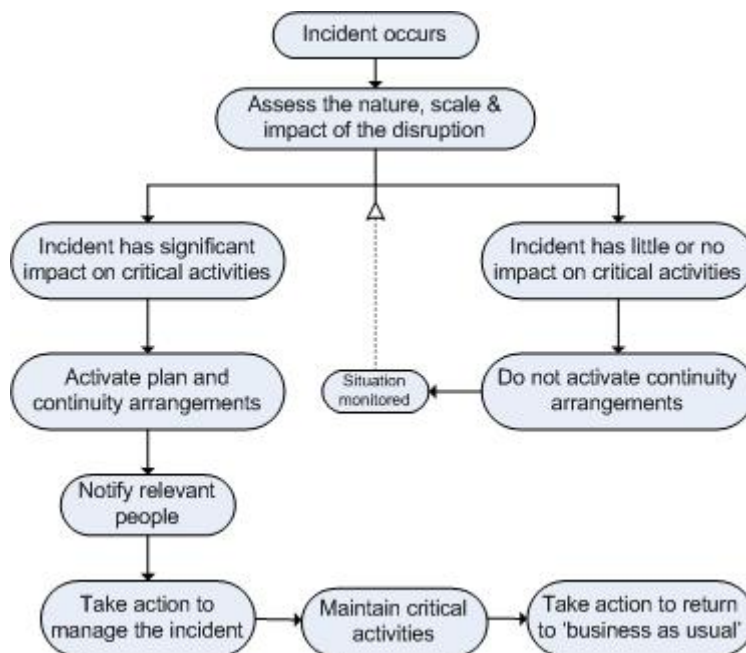
Appendix A details the generic mitigations and activities that need to take place to ensure business continuity.

Appendix B details the centre specific details and action to be taken in the event of an incident. These may be different depending on the timescales involved and these should be identified accordingly. All enterprise centres will develop and communicate the Centre Specific actions required in the event of an incident being identified.

In the event of one of **Enterprise England** premises being out of action for medium or long term, negotiations with partner organisations will commence to relocate to an alternative premises.

Process for Activation

Upon identification of an incident, a decision will be made by the Business Continuity Team (BCT) to assess the severity and potential risks/ impact of the incident and to initiate the Business Continuity Plan.



Communication

This policy will be briefed to all staff on its introduction and thereafter included in the staff induction.

Testing the Plan

Site specific plans will be produced by Enterprise England using Appendix B and reviewed annually as a minimum. Copies should also be held centrally.

Tests should be made to ensure the accuracy of the information contained within the site specific plans.

Review

This document is subject to an annual review unless there are any major changes in the workplace or legislation requiring more urgent consideration/ action.



Signature:

Date:

1 February 2018

Appendix A



General Mitigations

	Issue/ Risk	Mitigation(s)
People	Illness/ Sickness - extensive period	Employers liability insurance is in place and adequate Robust contingency plans, processes and procedures are in place to remove single point of failure Management and application of sickness & absence policy to eliminate fraudulent use
	Illness/ Sickness - contagious disease	
	Visitor / dangerous person(s)	Enterprise England staff have visibility of customer visitors to centres and potential issues
	Resignation of key staff	Robust contingency plans, processes and procedure are in place to remove single point of failure
	Extensive absence for other reason maternity leave (for example)	Allow adequate planning and handover where practicable Robust contingency plans, processes and procedure are in place to remove single point of failure
Premises	Denial of access	Implement short term home working of Enterprise England employees Depending on duration identify suitable alternative premises
	Significant accident requiring medical assistance	See centre specific BCP
	Fire	See centre specific BCP
	Flooding	See centre specific BCP
	Gas leak	See centre specific BCP
	Bomb/ terrorism threat	See centre specific BCP
	Legal/ regulatory action	Ensure compliance with legislative requirements and continuous review/ audit/ check

Appendix A



	Power failure	See centre specific BCP
Equipment	IT systems	Ensure all relevant staff have access to key documentation Robust back-up processes
	Telephony & comms systems	Diversion of telephone line to appropriate numbers Revert to mobiles/ home phones as applicable and depending on duration
	Access systems	Implement processes to repair/ over-ride/ disable electronic access systems as required
	Key suppliers	MPRIT – IT systems and telephony BT – telephony



Appendix B

Enterprise Centre Specific BCP

Site: _____

Produced By: _____

	Type of Event	Emergency Actions	Emergency Numbers
	Accident requiring urgent medical attention		
	Fire		
	Flooding		
	Gas Leak		
	Bomb/terrorism threat		
	Mains Electricity failure		



Appendix B

	IT Failure		
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