

Business Continuity Plan

St James's Place



Relish Festive Ltd (Group) **Business Continuity Plan**

Date: January 2019

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1. Aim of the plan

This plan has been designed to prepare *Relish Festive Ltd* to cope with the effects of an emergency. It is intended that this document will provide the basis for a relatively quick and painless return to “business as usual” regardless of the cause.

2. Objectives of the plan

To provide a flexible response so that *Relish Festive Ltd* can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of critical activities/services during an incident (business continuity)
- Return to ‘business as usual’ (resumption and recovery)

3. Your Business Priorities: Critical Function Checklist

Priority	Critical function	Timeframe	Page
1	<i>Receiving orders from suppliers</i>	<i>restore within 2 hours</i>	6
2	Ensure all catering equipment is operational and what to do is the case of malfunction	<i>restore within 3 hours</i>	7
3	Ensure staffing levels are maintained for any event, activity or venue	Restore within 2 hours	8

4. Critical Function Analysis and Recovery Process

Priority:	1	Critical function:	<i>Suppliers</i>
Responsibility: (role responsible for leading on this activity, plus deputies)			<i>Contract Manager, catering supervisor. Relish administrative staff and company directors</i>
Potential impact on organisation if interrupted:			<i>Disruption to catering services</i>
Likelihood of interruption to organisation:			<i>Low</i>
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)			<i>2 Hours</i>
Resources required for recovery:			
Staff (numbers, skills, knowledge, alternative sources)			One person with knowledge of suppliers to make contact, determine potential ramifications.
Communications (methods of contacting staff, suppliers, customers, etc)			Telephone on site Also see Section 6 Contact Lists.
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)			NA
Supplies (processes to replace stock and key supplies required; provision in emergency pack)			Instruct one of the other two supplier who can also deliver products. Section 6 Contacts Lists

4. Critical Function Analysis and Recovery Process (continued)

Priority:	2	Critical function:	<i>Catering Equipment</i>
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			<i>Contract Manager, catering supervisor. Relish administrative staff and company directors</i>
Potential impact on organisation if interrupted:			<i>Disruption to catering services</i>
Likelihood of interruption to organisation:			Low
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			3 hours
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			One person to contact head office and log the fault. We have accounts with three local commercial catering engineering companies who could attend suite to remedy the issue.
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Telephone on site Also see Section 6 Contact Lists.

4. Critical Function Analysis and Recovery Process (continued)

Priority:	3	Critical function:	<i>Staffing</i>
Responsibility: (role responsible for leading on this activity, plus deputies)			<i>Contract Manager, catering supervisor. Relish administrative staff and company directors</i>
Potential impact on organisation if interrupted:			<i>Medium - Disruption to catering services</i>
Likelihood of interruption to organisation:			Low
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)			Restore within 2 hours
Resources required for recovery:			
Staff (numbers, skills, knowledge, alternative sources)			Relish Staff, Local agencies, other local Relish venue staff.
Communications (methods of contacting staff, suppliers, customers, etc)			Telephone & venue Whatsapp Group Also see Section 6 Contact Lists.
Supplies (processes to replace stock and key supplies required; provision in emergency pack)			Relish HQ Waiting Game Bristol At your service Catercrew CSI Chef OS Relish Venues (Somewhere Else, Jacks, Gateway, Priory, Sallys)

5. Emergency Response Checklist

This page should be used as a checklist during the emergency.

Task	Completed (date, time, by)
Actions within 24 hours:	
Log occurrence	
Liaise with Relish head Office	
Identify and quantify any damage to the organisation, including staff, supply, equipment, etc	
Assess the key priorities for the remainder of the working day and take relevant action.	
Inform staff what is required of them.	
Identify which critical functions have been disrupted (use section 3 Critical Function Checklist)	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time-frames	
Provide information to: • Staff • Suppliers and customers • Head Office	
Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements as appropriate	
Recover vital assets/equipment to enable delivery of critical activities.	
Daily actions during the recovery process:	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process	
Provide information to: • Staff • Suppliers and customers • Head office	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
Following the recovery process:	
Arrange a debrief of all staff and identify any additional	

staff welfare needs (e.g. counselling) or rewards	
Use information gained from the debrief to review and update this business continuity management plan	

6. Contact List

Staff

This section contains the contact details that are essential for continuing the operation of the organisation.

Name	Job Title	Office Contact	Mobile Contact	Home Contact
Deb Barry	Supervisor	01285717267	NA	NA
Mandy Watts	Supervisor	01285717268	NA	NA
Eve Barry	Administrator	01285 658 444	NA	NA
Robert Goves	Contract Manager	01285 658 444	NA	NA
Philippa Sawyer	Contract Manager	01285 658 444	NA	NA

Key Suppliers Contact List

Supplier	Provides	Telephone	E-mail
Relish PK	Packaged products	01285 655 122	jason@relishmail.co.uk
Bramleys	Groceries and milk	01453890015	
New Wave	Deli items	01285715160	
Watermoor	Cut Meat	01285644450	
Holdsworth	Dry Goods	01234742444	
Nectar	Drinks	07920151198	
Charles Saunders	Dry Goods	01179715454	
Halls	Bakery	01452332979	

Key Customers Contact List

[illegible]

Local Emergency Services

Service	Location	Telephone
Ambulance	Emergencies	999
Fire Service	Emergencies	999
Floodline	Information service	0845 988 1188
NHS Direct		0845 46 47
Police	Emergencies	999
	Non-emergency matters	101

8. Emergency Pack Contents

As part of the recovery plan for the organisation, key documents, records and equipment are held off-site at Relish Head Office} in an emergency pack. This pack may be retrieved in an emergency to aid in the recovery process.

The contents of the emergency pack comprise the following:

Documents:

- A copy of this plan, including key contact details
- Insurance policy

Equipment:

- Spare keys
- Spare access cards

9. Actions and Expenses Log

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing, and help to provide evidence of costs incurred for any claim under an insurance policy.

Date/time	Decision / action taken	By whom	Costs incurred