



Risk Management and Policies

Business Continuity Policy

This forms part of the Fèisean nan Gàidheal policy portfolio

Date Approved	04/03/2022
Purpose	To enable the continuation of business operations normally carried out at Meall House, Portree (Head Office), in the event of damage to premises or other related occurrence.
Summary	Responsibilities and measures to ensure continuation of the organisation's activities.

Business Recovery and Continuity Plan for Main Office

1. Main Office Recovery Team

1.1 Unit Recovery Objectives

As the head office of Fèisean nan Gàidheal, the bulk of the organisation's administrative and strategic workload is carried out at Meall House, which is rented from HIE.

All payroll and personnel information, financial information and business information is held at this address, including archives. It is also the store for the Fèisean nan Gàidheal instrument bank.

The main objectives of the recovery team would be:

- to ensure that sensitive data was not compromised.
- that sufficient archival data was available elsewhere to meet legal and likely business needs in the event of loss of electronic and/or manual files.
- that members' events were not put at unnecessary risk through loss of information, instruments, or other artefacts due to damage to the building, contents, or other unforeseen business interruption.
- that main office operations could resume with the minimum of interruption.

1.2 Unit Recovery Responsibilities

It is the responsibility of the Unit Recovery Team to ensure that the organisation can meet its contractual and business obligations in the event of a serious business interruption, such as fire, flood, other damage, or criminal interference. Line managers must ensure that electronic back-ups of computer files are regularly made and kept outwith Meall House, where information is not already being stored in cloud solutions (preferable means). Each member of staff is issued with an external hard disk on which to backup files, and back-ups should be made at least weekly, or after every significant data process (e.g., Payroll, financial statements, contractual agreements, policy changes and other legal updates). Important paper documents and magnetic/electronic data copies should be kept in the locked fire-proof safe. A spare key for this safe should be kept outwith Meall House.

Current location: Arthur Cormack, Burnbrae, Staffin Road, Portree. 01478 613664

1.3 Essential Operations to be recovered

Operations carried out at Meall House include payroll, personnel, finance, training & policy, administration, instrument bank.

1.4 Recovery Team members and their contact details

Chief Executive Officer – Arthur Cormack: 01478 613664

Executive Manager – Anne Willoughby: 01470 542282

2. Main Office Recovery Team Task List

2.1 Receive notification of a disaster

The current nominated keyholder for Meall House is Arthur Cormack, Chief Executive Officer, and notification of an emergency will normally be to him.

2.2 Call out team

Following the CEO's assessment of the situation, the team will be notified of the emergency, and called to the site as necessary. In the event of fire, etc, advice will be given by the fire brigade/police on when additional personnel may be called to the site. Personnel should not enter the building until it is safe to do so.

2.3 Brief Team

The team should be given specific tasks in relation to their recovery duties, which will be prioritised by the senior management.

2.4 Logs

A log of all tasks allocated and completed should be kept by the team leader or by a member of staff to whom the task has been delegated, e.g.:

Inform insurance company.

Notify water board, telephone, electricity and arrange for temporary services as required.

Notify bank.

Notify Post Office, give new temporary address for mail.

Arrange for transportation of recovered goods to recovery centre (or another site).

Arrange security for building.

Organise recovery centre for receipt of materials.

Organise checking of documents and equipment on receipt.

Notify Information Commissioner's Office, in situation where there has been a data breach.

List missing/damaged documents and equipment (check against inventory).

Ensure welfare of recovery workers at Meall House and Recovery Centre.

2.5 Advise Main Office Staff

Any members of staff not included in the recovery team call-out should be notified of the emergency and may be asked to attend to assist with salvage, or to attend the Recovery Centre (if Meall House is too severely damaged to protect contents) to receive salvaged equipment and documents.

2.6 Salvage

Documents and equipment which are salvageable should be removed to a specific pick-up point designated by the Team Leader, for collection and transport to the Recovery Centre.

2.7 Moving to the Recovery Centre

Transport should be arranged between Meall House and the chosen Recovery Centre. This may be, for example, a private car and trailer, a pick-up lorry, or hired or loaned van, as available at the time.

2.8 At the recovery centre

Members of staff should be designated to attend the Recovery Centre and prepare to receive salvaged goods and documents. An appropriate team leader should be appointed to direct the receipt of goods, and to document their receipt and condition on arrival. It is important to recognise the sensitive and confidential nature of some documents, e.g., personnel; finance; etc, and to ensure that their confidentiality is not compromised. The Recovery Centre will also act as a centre for co-ordination of Business Continuation Measures, such as locating alternative office premises; arranging for telephone and IT services; mail redirection; etc, as well as providing a fixed point of contact for members of staff, member Fèisean, insurance companies and other agencies.

2.9 Commence recovery

Information should be relayed to staff and members as regards temporary working conditions, telephone numbers, etc. Some staff may be requested to work from home, with regular communication with the recovery centre.

2.10 Determine lost data/working papers

Provided that the IT policy has been followed, the amount of data lost will be minimal. Staff are requested to regularly back-up all computer data on to portable drives which are kept elsewhere than at the office, e.g., at home. Paper files may be salvageable, and a register of files lost should be compiled. The contents of these files, if vital to the operation of the organisation, may be held as copies by other organisations, e.g., Creative Scotland, HIE, Bòrd na Gàidhlig etc, and it may be possible to retrieve them from these organisations, or at other offices of Fèisean nan Gàidheal itself.

2.11 Working reference material

Working reference material which has been lost may also be available from other sources.

2.12 Other specific recovery tasks which are necessary for the business unit to restart work

Notices should be made in the media as to the temporary measures in place to resume work – address, telephone numbers, etc. In addition to the usual work of the organisation, it may be necessary to designate specific members of staff to deal with additional duties, such as liaison with police/investigators, insurance, finding new permanent premises, replacement of lost equipment, etc, as necessary. Notify members via main contact number held, and post information bulletin on website.

2.13 Check recovery progress

Regular meetings should be held to check recovery progress, chaired by the Team Leader, and new tasks allocated as required.

2.14 Reporting

A report should be compiled following each meeting to keep a record of progress and completion and allocation of tasks.

2.15 Report logged information

See 2.14 above.

2.16 Return to normal operations

The unit should endeavour to return to normal operations as quickly as possible, whether in temporary accommodation during necessary repairs, or in new permanent accommodation.

3. Supporting Information

3.1 Emergency Response team members

The Emergency Response team members will be:

Chief Executive (Keyholder) Executive Manager

3.2 Incident Control Room

An Incident Control Room will be set up to deal with the immediate emergency.

3.3 Staff Numbers

Arthur Cormack 01478 613664 Anne Willoughby 01470 542282

3.4 Welfare Adviser(s)

Senior Management Team

Arthur Cormack 01478 613664 Anne Willoughby 01470 542282

3.5 Premises Manager

Anne Willoughby.

3.6 Recovery Centre

The suggested Recovery Centre will be Skye Gathering Hall. Alternative sites or domestic accommodation, e.g., holiday lets, may be investigated. Most staff will be in a position where they can work from home, but a fixed centre for contact will be required for many official purposes.

3.7 External Contacts:

Emergency Services: Police, Ambulance, Fire; Utilities: Electricity, Water; Insurance; Property Owners in Local Area; Local Authority and Banks