

## **Business Continuity Management**

### **Roles and Responsibilities**

#### **Force Business Continuity Board (FBCB)**

The Board will:

Act as the governance body for all Business Continuity related issues.

- Approving strategies or plans produced on behalf of the FBCB.
- Achieving the Business Continuity objectives of the Force.
- Consider Business Continuity issues raised by the Force Business Continuity Coordinator.
- Monitoring and responding to changes in statutory requirements, minimum standards set by authoritative bodies and identified good practice.

The Chair of the FBCB will be the Assistant Chief Constable (ACC) or other person appointed by them.

Membership of the FBCB is decided by the ACC. It will include representatives of all Departments / Business Units who require planned Business Continuity arrangements including representatives from strategic partners where deemed appropriate.

#### **Force Business Continuity Coordinator**

The Force Business Continuity Coordinator will:

- Continue to develop and lead on a Corporate Business Continuity Management Strategy for the Force, to ensure compliance with the requirements of the Civil Contingencies Act 2004 as far as practicable.
- Provide support to Departments in establishing, developing and maintaining effective Business Continuity Plans.
- Provide a schedule for the testing and exercising of Business Continuity Plans, to ensure that they are up to date, relevant and fit for purpose.
- Act as the Force Business Continuity SPOC for all internal and external audits.
- Provide a personal response to incidents where necessary to provide Business Continuity advice and guidance.
- Ensure that the Force Policy on Business Continuity is disseminated throughout the Force.
- Ensure that BCM Plans are communicated to other Nottinghamshire Category 1 Responders, to dovetail with their own.
- Ensure that other identified stakeholders are kept informed of our BCM status and resilience.

**Departmental Business Continuity Leads will**

- Support & Develop Business Continuity Management process within their individual business areas.
- Act as the overall Business Continuity single point of contact (SPOC) for the relevant Department.
- Ensure that a Business Continuity SPOC is established and maintained for each unit within the relevant Department.
- In conjunction with the Force Business Continuity Coordinator, take responsibility for the test and exercise of Business Continuity Plans for their Department, to ensure that they are up to date, relevant and fit for purpose.
- Raise awareness of Business Continuity Planning, ensuring that staff know of the BCM plans that cover their area of work and what is expected from them during any form of disruption.
- Identify a member of staff to discharge these functions in their absence
- Ensure that a skills audit is completed and regularly reviewed for staff within each business area.

**Business Continuity Plan Owners**

- Departmental heads will own the BCM arrangements for their respective function(s) and they will work through their nominated Single Points of Contact (SPOC) and the Force BC Lead Officer to establish practical and effective BCM.
- They will be responsible for involving their staff and operators in the development of BCM, and to ensure that BCM is constantly developed, progressed and maintained. This BCM ownership will be included in the post profile of current post-holders to ensure accountability and progress is maintained.

**Business Continuity Plan Writers**

- Each Department will nominate a Business Continuity Plan Writer working to the SPOC. The SPOC will assist and advise managers/plan writers on the production of Business Continuity Plans, warning and informing, ensuring all levels of staff are made aware of Business Continuity and how it may affect them, and facilitating the testing and reviewing of plans. Plan Writers will also ensure all plans are readily accessible for use in any emergency.

**Initial assessor**

- In the event of a MAJOR BUSINESS INTERRUPTION or MAJOR CIVIL PROTECTION ISSUE the 'Initial Assessor' will review current circumstances and assess the potential need for the implementation of BCM arrangements (Initial Response Check List). The Initial assessor will normally be a Chief Officer or Senior Management Team (SMT) member in order to feed directly into the CMT; however to provide flexibility during spontaneous disruption, or out of normal operating hours, the most appropriate person at the time (Inspector, Force Control Room) will perform this

role and CMT members will, as soon as is possible, validate any decision made re BCM arrangements.

### **Crisis Management Team (CMT)**

- Crisis Management Team is the name given to the pre-identified management team, who will make up the initial CMT for the force or affected Department. The CMT will proactively scope potential force, divisional, departmental issues, and provide a pre-determined management response in order to coordinate any pre-planned or spontaneous implementation of BCM measures.
- Irrespective of its location or command level, the CMT will comprise of key force Departmental decision makers, who will have the appropriate knowledge and authority to make decisions and implement the actions required for response and recovery, subject to the complexity of the emergency / crisis, others representing their particular fields of specialisation may be co-opted into the team if required.
- Members of CMT's will have regular, formal, and structured meetings to monitor divisional, departmental and force issues in respect of BCM. This will provide a strong tactical / strategic platform from which to ensure the delivery and maintenance of both proactive and reactive BCM capabilities at departmental and force levels.

### **Divisional / Departmental Crisis Management Teams**

- Divisions and departments will identify key Senior Management Team (SMT) personnel to form the initial CMT for the affected division or department. The CMT will proactively scope potential Departmental BCM issues, and provide a pre-determined management response in order to coordinate any pre-planned or spontaneous implementation of BCM measures.
- The CMT will operate at Bronze 'tactical' level in the command structure (but will not be referred to as 'bronze' to prevent any confusion with any existing emergency response) and as such each Department should pre-identify its CMT members in order that they can be referred to as a responsible management function in the respective division / department BC plans.
- In order to maintain effective communication and response during major disruption, Departmental CMT managers will attend Force CMT (Silver) meetings and be responsible for the implementation of response and recovery processes.

### **Force Crisis Management Team (FCMT)**

- If a situation occurs whereby the events are a major business interruption or major civil protection issue, a 'Silver' level FCMT based at force HQ (or other central location) will be activated and the BCM response and recovery will be directed by a member of the Chief Officer Team and others representing their particular fields of specialisation.

- The Crisis Management team will be led by a member of the Chief Officer Team and will convene at a frequency and time as directed.

The group comprises of the following post holders:

- Superintendent Force Operational Support
- Inspector Force Operational Support (Planning)
- Force Business Continuity Lead

Dependent on the type of incident, the group may also include representatives from the following departments:

- Corporate Development & Finance
- Corporate Communications
- Demand Management
- Emergency Planning
- Estates & Facilities
- Human Resources
- Information Technology

SPOC from any division or department affected by the business interruption

### **Recovery Management Team (RMT)**

- Depending on the size and scale of the event / incident affecting the organisation the CMT has the option of creating a dedicated Recovery Management Team (RMT). The role of the RMT will be to deal solely with short and long term recovery strategies and their implementation, allowing the CMT to concentrate on dealing with the implementation of BCM arrangements

### **Recovery**

- Once a decision has been made to implement BCM arrangements, the Force or Departmental CMT will coordinate the activities required to minimise disruption and ensure service delivery. Simultaneously with BCM arrangements the FCMT will be required to provide clear direction on the short and long-term recovery objectives.
- Depending on the circumstances, the FCMT have the option to create a dedicated Recovery Management Team (RMT) so that the FCMT can concentrate on dealing

with the implementation of BCM arrangements, and the RMT can solely deal with short and long-term recovery.

### **Legislative Compliance**

- This document has been drafted to comply with the general and specific duties in the Race Relations (Amendment) Act 2000, Data Protection, Freedom of Information Act, European Convention of Human Rights and other legislation relevant to the area of policing such as, Employment Act 2002, Equality Act 2010, Employment Regulations Act 1999 and the Civil Contingencies Act 2004.

### **ISO 22301:2012:**

What is ISO 22301 Business Continuity Management?

- ISO 22301 is the international standard for Business Continuity Management, and builds on the success of British Standard BS 25999 and other regional standards. It's designed to protect your business from potential disruption. This includes extreme weather, fire, flood, natural disaster, theft, IT outage, staff illness or terrorist attack. The ISO 22301 management system lets you identify threats relevant to your business and the critical business functions they could impact. And it allows you to put plans in place ahead of time to ensure your business doesn't come to a standstill.

What are the benefits of ISO 22301 business continuity management?

- Identify and manage current and future threats to your business
- Take a proactive approach to minimizing the impact of incidents
- Keep critical functions up and running during times of crises
- Minimize downtime during incidents and improve recovery time
- Demonstrate resilience to customers, suppliers and for tender requests

### **Management of Police Information (MoPI)**

These instructions do not fall within MoPI

### **Freedom of Information Act 2000**

- Exemptions do not apply to this instruction under the Freedom of Information Act 2000
- Race Relations (Amendment) Act 2000 and Diversity Impact Assessment

- The Act creates a statutory requirement for all Functions and Policies (Including Procedural Instructions) to be impact assessed for their level of relevance to the General Duty.

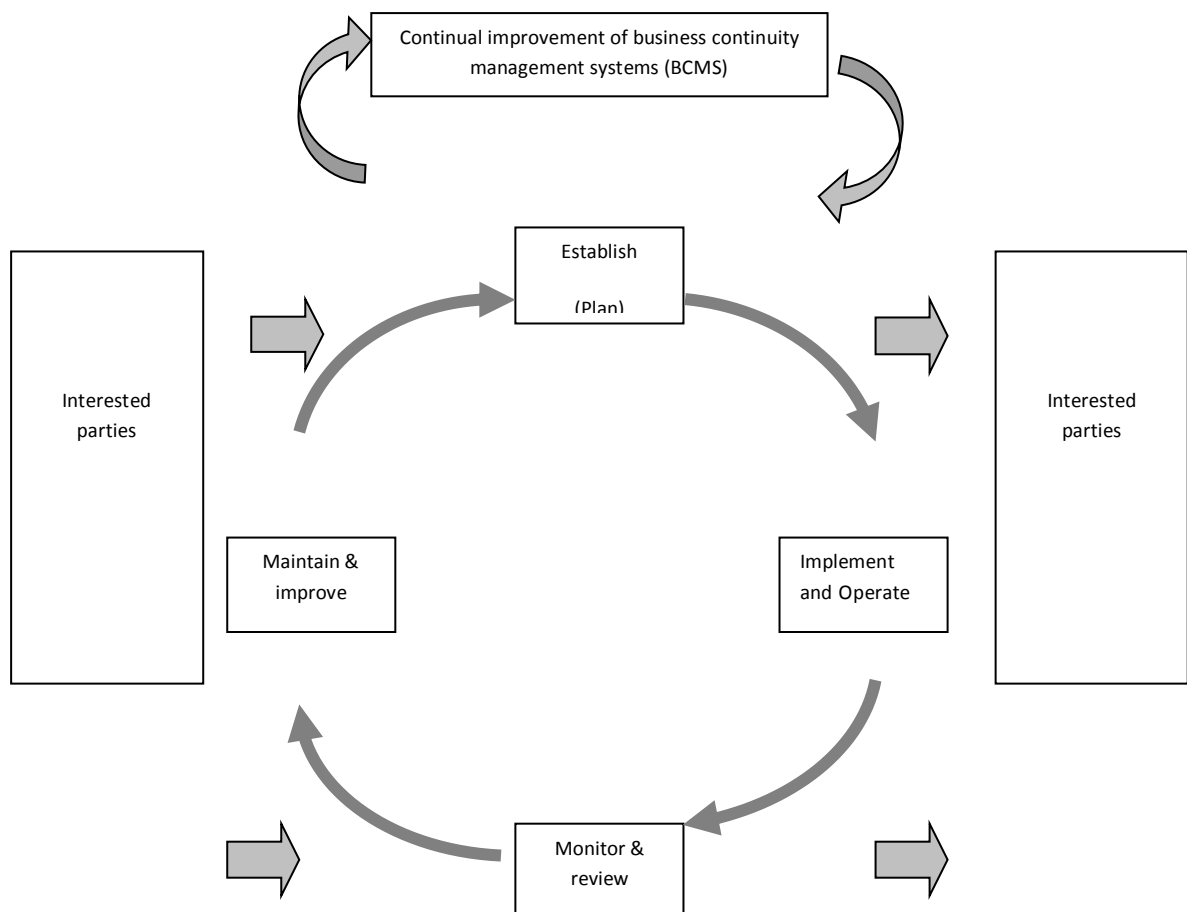
**Review:**

These instructions and their associated Diversity Impact Assessment were last reviewed on....

The date for the next review of these instructions and their associated Diversity Impact Assessment is: .....

**The PDCA Model Applied To BCMS Processes**

In line with ISO 22301 the force will apply the “Plan-Do-Check-Act” model to planning, establishing, implementing, operating, monitoring, reviewing, maintaining and continually improving the effectiveness of the organisation’s Business Continuity Management Systems (BCMS).



**Explanation of PDCA model**

<b><u>Plan</u></b> <b><u>(Establish)</u></b>	Establish business continuity policy, objectives, targets, controls, processes and procedures relevant to improving business continuity in order to deliver results that align with the organisation's overall policies and objectives.
<b><u>Do</u></b> <b><u>(Implement &amp; operate)</u></b>	Implement business continuity policy, objectives, targets, controls, processes and procedures
<b><u>Check</u></b> <b><u>(Monitor &amp; review)</u></b>	Monitor and review performance against business continuity policy and objectives; report the results to management for review, and determine and authorise actions for remediation and improvement.
<b><u>Act</u></b> <b><u>(Maintain &amp; improve)</u></b>	Maintain and improve the BCMS by taking corrective action, based on the results of management review and reappraising the scope of the BCMS and business continuity policy and objectives.