



Business Continuity Policy

Policy Ref: C09

Prepared By	Chief Executive
Date of Review	November 2023
Date of Next Review	November 2026
Reviewed By	PHA Board

1. Introduction

- 1.1 Business continuity planning is about ensuring that we have processes in place to minimise the impact of risks on our objectives, operations and infrastructure. We seek to ensure continuity of our service delivery to customers and other stakeholders following any disruptive event, so that we can continue to deliver urgent services after a disruption and protect our reputation as a leading registered social landlord.
- 1.2 Minor incidents include interruptions/disruptions that are sufficiently disruptive to require the implementation of business continuity arrangements. They are small scale events affecting a limited number of people, but if they are not addressed can become major incidents. Major incidents require the implementation of crisis response and management processes as they could potentially cause serious harm to customers, staff, property or our reputation.

2. Crisis Response & Management Plan

- 2.1 Our Crisis Response & Management Plan sets out how we would respond to an emergency and what arrangements we have in place.
- 2.2 This plan will assist PHA in having a structured approach to any incident that may occur that affects the organisation. The plan is structured as follows:
 1. Emergency Response Process;
 2. Business Continuity Process; and
 3. Preventative Measures.
- 2.2 **Annex 1** provides examples of incidents referred to within the Crisis Response & Management Plan. Every incident will be logged.

3. Emergency Response Process (red)

- 3.1 An emergency is an incident or event that is unplanned which requires an immediate response. Examples of this could include, flooding, fires and explosions. Details of how these are responded to are contained within the Emergency Response section of our Crisis Response & Management Plan.

4. Business Continuity Process (amber)

- 4.1 There are incidents which require a response and actions to be taken, however not as immediately as an emergency. Examples include breaches to void properties and damage to properties. Details of how these are responded to are contained within the Business Continuity section of our Crisis Response & Management Plan.

5. Preventative Measures (green)

- 5.1 In conjunction with the Risk Management Policy and associated risk registers, PHA has considered what preventative actions or measures can be put in place to eliminate or reduce the impact of any emergencies arising in the future. Examples of these could include processes and procedures in relation to ICT, Finance and Health and Safety. Details of what measures are in place in this area are contained within the Preventative Measures of our Crisis Response & Management Plan.

6. Business Continuity Lead, etc.

- 6.1 The Chief Executive and Corporate Services Manager are the lead officers for business continuity across the organisation, however everybody has a role to play.
- 6.2 The Crisis Response Team includes all members of the Leadership Team and Management Team. This group is responsible for supporting and endorsing business continuity processes within the organisational culture, approving recommendations for allocating actions to the Management Team and ensuring that a risk assessment approach is taken in the development of arrangements.
- 6.3 The Management Team is responsible for overseeing the implementation of business continuity processes, making recommendations to the Crisis Response Team and ensuring that effective business continuity processes are in place and tested.
- 6.4 Each team within the business will nominate a Business Continuity Co-ordinator and a depute who will attend relevant training, complete required documentation, keep documentation up to date, attend exercises/events and liaise with colleagues across other teams as required.

7. Policy review

- 7.1 This policy will be reviewed every three years or more frequently if required. The associated procedures and Crisis Response & Management Plan will be reviewed annually by the Leadership Team and Management Team.

Crisis Response & Management Plan

Examples of incidents:

1. **Emergency Response Process (red)**

- Fire/ explosion in tenant's property
- Fire/ explosion in owner's property
- Fire/ explosion at development site
- Fire/ explosion at PHA offices
- Fire/ explosion at Centurion Way plant room
- Tenant's property is flooded or uninhabitable
- Owner's property is flooded or uninhabitable
- Development site is flooded
- PHA office is flooded
- Centurion Way plant room is flooded
- Tenant's property is structurally unsafe
- Owner's property is structurally unsafe
- Partial/full loss of ICT systems
- Death or serious injury at PHA offices or in PHA property
- Service delivery affected by public health pandemic and restrictions

2. **Business Continuity Process (amber)**

- Resignation of senior officer – CEO
- Loss of key staff
- Resignation of full PHA Board
- Development contractor goes bust
- Repairs contractor goes bust
- Personal injury/loss and damage claim
- Loss of gas service at PHA property
- Breach of void PHA property

3. **Preventative Measures (green)**

- Environmental and health measures
- Personal measures – influenza/ health pandemic
- ICT measures
- Financial measures
- Insurance measures
- Personnel measures – adverse weather