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**0.2**



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Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board

## BCMP01

### BUSINESS CONTINUITY MANAGEMENT POLICY

|                                     |                                            |                         |                             |
|-------------------------------------|--------------------------------------------|-------------------------|-----------------------------|
| <b>Date to be reviewed:</b>         | 2019                                       | <b>No of pages:</b>     | 7                           |
| <b>Author(s):</b>                   | Emma Binns                                 | <b>Author(s) title:</b> | Business Continuity Manager |
| <b>Responsible dept / director:</b> | <b>Mr Geoff Lang, Director of Strategy</b> |                         |                             |
| <b>Approved by:</b>                 | Civil Contingencies Group                  |                         |                             |
| <b>Date approved:</b>               | Date approved                              |                         |                             |
| <b>Date activated (live):</b>       | Date becomes live                          |                         |                             |

|                                                                                                                                                                                      |                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| <b>Date EQIA completed:</b>                                                                                                                                                          | December 2016                            |
| <b>Documents to be read alongside this policy:</b>                                                                                                                                   | Business Continuity Management Procedure |
| <b>Purpose of Issue/Description of current changes:</b>                                                                                                                              |                                          |
| The Civil Contingencies Act 2004 and its associated statutory guidance, places a duty on the BCU Health Board as a Category 1 responder, to have Business Continuity Plans in place. |                                          |

#### Summary

This policy highlights the necessity for there to be an effective Business Continuity Management Strategy in place to meet the organisation's legal and statutory obligations, ensuring that, in the event of a business disruption the Health Board can continue to undertake those prioritised activities.

|                             |                                                      |        |        |        |        |
|-----------------------------|------------------------------------------------------|--------|--------|--------|--------|
| <b>First operational:</b>   | Date the policy was first operational : January 2017 |        |        |        |        |
| <b>Previously reviewed:</b> | Date                                                 | date   | date   | Date   | date   |
| <b>Changes made yes/no:</b> | Yes/no                                               | Yes/no | Yes/no | Yes/no | Yes/no |

#### PROPRIETARY INFORMATION

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|   |                                                                                                                                                                                                                                                     |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Business Continuity Management is a management led process which identifies and mitigates risks and disruptions that could affect the capability of the organisation to continue to deliver its prioritised activities during a disruptive incident |
| 2 | This policy describes Betsi Cadwaladr University Health Board 's (BCU Health Board) Business Continuity Management Strategy, its legal obligations and best practice requirements.                                                                  |
| 3 | A full Business Continuity Management Procedure accompanies the Policy. This provides the detail of the requirements of the Health Board's Business Continuity Management Strategy.                                                                 |
| 4 | The Board has overall responsibility for its Business Continuity Management Strategy. It has a structure of sub-committees which oversee policy development and implementation in their respective remits.                                          |
| 5 | The Joint Resilience Unit uses the Health Board's Intranet and Resilience Direct to host all of its plans, documents, guidance and policies; it has various levels of access both internally and externally.                                        |
| 6 | Business Continuity Leads must be identified for each department, their role is to coordinate and write the plan for the department's business continuity plans.                                                                                    |
| 7 | Managers must ensure that their employees comply with all relevant procedural documents.                                                                                                                                                            |
| 8 | All staff must ensure they are up to date with the latest procedural documents relevant to their role.                                                                                                                                              |

## 1.0 Introduction

- 1.1 Business Continuity Management is a management led process which identifies and mitigates risks and disruptions that could affect the capability of the organisation to continue to deliver its prioritised activities during a disruptive incident.
- 1.2 The Civil Contingencies Act 2004 and its associated statutory guidance places a duty on the BCU Health Board as a Category 1 responder to have Business Continuity Plans in place so that they can perform their critical activities in the event of an emergency or business interruption.

## 2.0 Purpose/Scope

### 2.1 Aim of the Policy

To have an effective Business Continuity Management Strategy in place to meet our legal and statutory obligations, to ensure that that in the event of a business disruption we can continue to undertake our prioritised activities.

## 2.2 Business Continuity Management Policy Objectives

- To develop, maintain and continuously improve a Business Continuity Management System taking account of the lessons identified, feedback from users and stakeholders.
- To work towards alignment with ISO 22301.
- Use the Business Continuity Management System to identify, protect and maintain prioritised activities, in order to deliver and recover service to an acceptable level as defined by the Health Board.
- To develop appropriate plans, arrangements and processes which tolerate, treat, transfer or terminate the impact of any disruption to the Business Continuity Management Strategy identified prioritised activities. Template plans will be available to assist with the drafting of these departmental arrangements.
- To maintain, exercise and test the plans, arrangements and processes and where changes are identified, revise plans, arrangements and processes so that the elements of the Business Continuity Management Strategy remain current 'live' and effective in operation.
- To embed Business Continuity into the culture of all aspects of the organisation through training and education and raising awareness through staff engagement.
- All BCU Health Board departments covered by the BCU Health Board Business Continuity Management Policy are required to come together (BC Leads) at least annually to ensure that business continuity plans are not developed in isolation and appropriate interdependences between departments are identified and written into plans and tested accordingly.

Each department will develop its own business continuity objectives.

## 2.3 Scope of the Business Continuity Management Strategy

2.3.1 This Policy applies to all parts of BCU Health Board, embracing all directorates, teams and individuals, there are no exclusions.

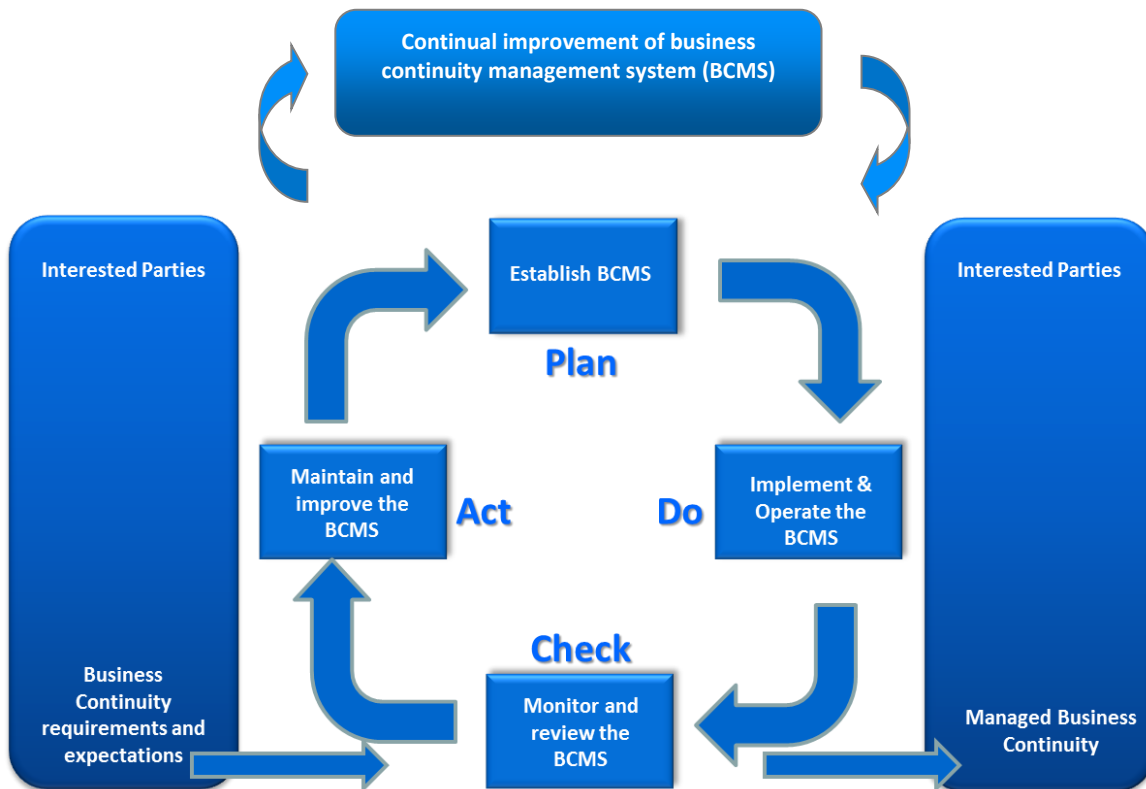
2.3.2 The Board has overall accountability for developing a business continuity culture, providing leadership from the top of the organisation and ensures that Business Continuity activities are carried out in line with the Policy. Acting for the Board, Directors have overall responsibility for specific new and revised policies.

- 2.3.3 Externally the Health Board will expect the same commitment to Business Continuity Management to be present in its suppliers of critical goods and services.

### **3.0 Process**

- 3.1 BCU Health Board will take the approach required by the ISO 22301:12 standard and its associated guidelines dovetailed with the Business Continuity Institute Good Practice Guide (2013) which will ensure that the Health Board develops a Business Continuity System which is in line with the Civil Contingencies Act (2004) statutory requirements relating to business continuity. This approach, based on best-practice, will ensure that the organisation can achieve its objectives for business continuity.
- 3.2 This document provides a strategic framework for BCU Health Board which establishes how the organisation will drive its Business Continuity Management programme towards gaining alignment with ISO 22301:12.
- 3.3 It adapts the well-established Business Continuity Management lifecycle and applies it to BCU Health Board.
- 3.4 The Health Board is committed to working towards certification to ISO 22301 as part of its continual improvement and assessment which is carried by independent auditors.
- 3.5 The Business Continuity Management Procedure supports the Health Board Business Continuity Management Policy by providing specific information, templates and guidance on BCU Health Board's intention in relation to the Business Continuity Management Strategy and should always be adhered to in the development of any new Business Continuity plans and arrangements.

**Fig.1 Plan Do Check Act model applied to the BCMS process**



3.6 The absence of Business Continuity may have critical consequences; therefore the Health Board adopts the process as part of good management practice, contributing towards the reduction of risk, thus ensuring that the key strategic intentions and core values of the Health Board are achieved. Any risks identified which cannot be managed and require escalation must follow the Health Board's risk management process.

3.7 Business Continuity Management links directly to the BCU Health Board Strategic Goals and Objectives. Business Continuity also enables the Health Board to deliver upon its purpose to improve the health of the population we serve and deliver excellent care.

3.8 This obligation requires more than simply writing business continuity plans. The Health Board is committed to an on-going management and governance process, fully supported by the Board which is appropriately resourced.

- Each department will work towards developing a current and up to date Business Impact Analysis.
- Each department will work towards developing a current and up to date Business Continuity Plan.
- Each department will work towards developing completed risk assessments in relation to its Business Continuity risks

- Each department will test annually its business continuity arrangements via an exercise or debrief of a business continuity event and produce a report of the lessons identified.

#### **4.0 Training expectations for staff**

##### **4.1 Departmental Business Continuity Management Teams**

The Business Continuity Manager will be responsible for providing the appropriate training and competencies in relation to the Business Continuity Management Strategy.

##### **4.2 Business Continuity Lead**

Each department must have an identified, competent Business Continuity Lead. Nominated individuals must meet the requirements of the Business Continuity Lead role profile, full training and on-going support will be provided to the Business Continuity Lead by the Business Continuity Manager.

#### **5.0 Implementation Plan**

5.1 The latest approved version of this Policy will be posted on the Health Board Intranet and on the Resilience Direct site for all members of staff and partners to view.

5.2 The Business Continuity Management Procedure will provide further guidance on the Health Board's business continuity arrangements and should be read in conjunction with this policy.

#### **6.0 Monitoring compliance with this Policy**

6.1 The effectiveness of this policy and the Business Continuity Management Strategy objectives will be monitored through:

- The Civil Contingencies Group - a quarterly progress and exceptions report from the Business Continuity Manager to the Civil Contingencies Group.
- A report will be submitted to the Board within the annual Civil Contingencies Report.
- Training records, progress reports, Business Continuity Management Strategy tracking documents, debriefs and lessons identified in action logs.

## 7.0 References

BRITISH STANDARDS INSTITUTE. 2012. ISO22301 Societal Security – Business Continuity Management Systems – Requirements. London:BSI

BUSINESS CONTINUITY INSTITUTE Good Practice Guidelines 2013 available at; [www.thebci.org](http://www.thebci.org)

CABINET OFFICE. 2004. *The Civil Contingencies Act 2004*, London: Cabinet Office

CABINET OFFICE. 2011. PAS 200: Crisis Management-Guidance and Good Practice

**This table should be completed and added at the end of the document:**

### Members of the Working Group:

| Name             | Title                                          |
|------------------|------------------------------------------------|
| Geoff Lang       | Director of Strategy (Chair)                   |
| Keith Williams   | Head of Joint Resilience Unit                  |
| Kathryn Boardman | Senior Nurse, Infection Prevention Team        |
| Judith Rees      | Area Operations Manager                        |
| Paul Clarke      | Head of Facilities Manager                     |
| Mandy Jones      | Assistant Director of Nursing                  |
| Justine Parry    | Assistant Director of Information Governance   |
| Matthew Winter   | Head of Employment Practice & Business Support |
| Chris Whiteside  | Consultant in CDCD, Public Health Wales        |
| Sion Jones       | Head of ICT                                    |
| Emma Binns       | Business Continuity Manager, BCU               |
| Craig Barton     | Hospital Director                              |
| Graham Alexander | Hospital Director                              |
| Chris Wright     | Director of Corporate Service                  |
| Andrew Jones     | Executive Director of Public Health Wales      |
| Meinir Williams  | Hospital Director                              |

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|                 |                                            |
|-----------------|--------------------------------------------|
| Nigel Lee       | Director of Secondary Care ( Deputy Chair) |
| Rod Taylor      | Director of Estates & Facilities           |
| Tony Shambrook  | Assistant Medical Director                 |
| Ffion Johnstone | Area Director                              |
| Lesley Hall     | Assistant Director of Workforce & OD       |
| John Darlington | Assistant Director of Planning             |

**Engagement has taken place with:**

**Civil Contingencies Group  
Executive Management Group  
Local Partnership Forum members – December 2016  
All Staff – December 2016**