



Title	Business Continuity Policy
Purpose	The purpose of this policy is to set out the overall approach to Business Continuity and emergency planning. This will ensure that the necessary processes and procedures are in place to react to an emergency or situation that could affect the effective running of the organisation and services to customers.
Scope	<p>The policy applies to all staff, Board and Committee members.</p> <p>This policy covers personal safety and continuing business activities in relation to the following</p> <ul style="list-style-type: none"> • Maryhill Offices, including Garrioch Road and Glenavon • Tenants • Owners • Retirement Officers • Development sites
Definitions	<p>For purposes of this policy, unless otherwise stated, the following definitions shall apply:</p> <p>Business Continuity: this is a framework that assists in the management of risks which might impact the smooth running of an organisation or the delivery of a service.</p> <p>Emergency: An emergency is an unplanned or imminent event that affects or threatens the health, safety or welfare of people, property, and infrastructure and which requires a significant and co-ordinated response.</p> <p>Emergency Incident: Fires, Floods, Adverse Weather, Utility failure, Loss of key supplier, Pandemic, Industrial Action, Mass resignations.</p> <p>Emergency Management: is the co-ordination of an emergency response and management of recovery. The aim of emergency management is to minimise physical and psychological impacts on all parties and to minimise damage to assets, operations, reputation and staff productivity.</p>
Policy Statement	<p>The prevention and effective management of emergency situations and critical incidents can assist to minimise the negative impact of an unexpected critical event.</p> <p>There are critical areas that would have the biggest impact on our ability to deliver essential services and activities to our customers following an emergency incident.</p>

Stakeholders

Management of involvement of various other organisations or services as required. This may include Police, Social work, neighbouring RSL's, key contractors and the NHS.

- Named contacts and contact details within the Business Continuity Plan for all stakeholders
- Identification of other facilities and utilities available
- Insurance cover
- Communications

People

Ensuring that appropriately skilled staff are available.

- Documentation of procedures
- Robust succession planning
- Multi-skilled staff to allow redeployment between teams
- Use of agency and relief staff, and other partners and suppliers as necessary.

Premises

Provision of service when usual location is unavailable

- Identification of suitable accommodation for decanting tenants
- Partnership working with other Housing Associations
- Ability to work remotely
- Use of existing communal areas

Technology & Information

Minimise loss of access to systems and information records.

- Annual testing and review of our Disaster Recovery Plan
- Service Level Agreements with software providers
- Regular backup of our systems
- Paper based alternatives for short term working
- Scanning documentation
- Shared drives to enable access to documents and systems

Supplies – providing access to key equipment or materials

- Identification of alternative or substitute material

	<ul style="list-style-type: none"> • Ability to share equipment and materials across locations • Contracts and Service Level Agreements with existing suppliers <p>The Chief Executive has overall responsibility for Business Continuity for the organisation however everybody has a role to play.</p> <p>Risk Management</p> <p>Business Continuity planning is being prepared for events or incidents that stretch our ability to cope beyond normal day to day activities.</p> <p>All Board members and staff will be fully trained in disaster and emergency response procedures at induction as appropriate to their position and level of responsibility.</p> <p>All staff will have access to the information on actions to follow for various disaster and emergency incidents.</p> <p>Emergency procedures should be reviewed and refreshed annually and/or following an event or emergency.</p> <p>When a disaster or emergency arises, the primary aim of the response is to ensure the safety of all people on the premises, preserve life and protect property</p> <p>Maryhill Housing Association will develop a programme of testing, again at least once a year or sooner if deemed appropriate. Any lessons learned from the testing of the plan will be incorporated into the overall plan to ensure continuous improvement in this area.</p>
Approval	Board, January 2021
Policy Owner	Karen Fee Interim Director of Resources
Review	January 2024