

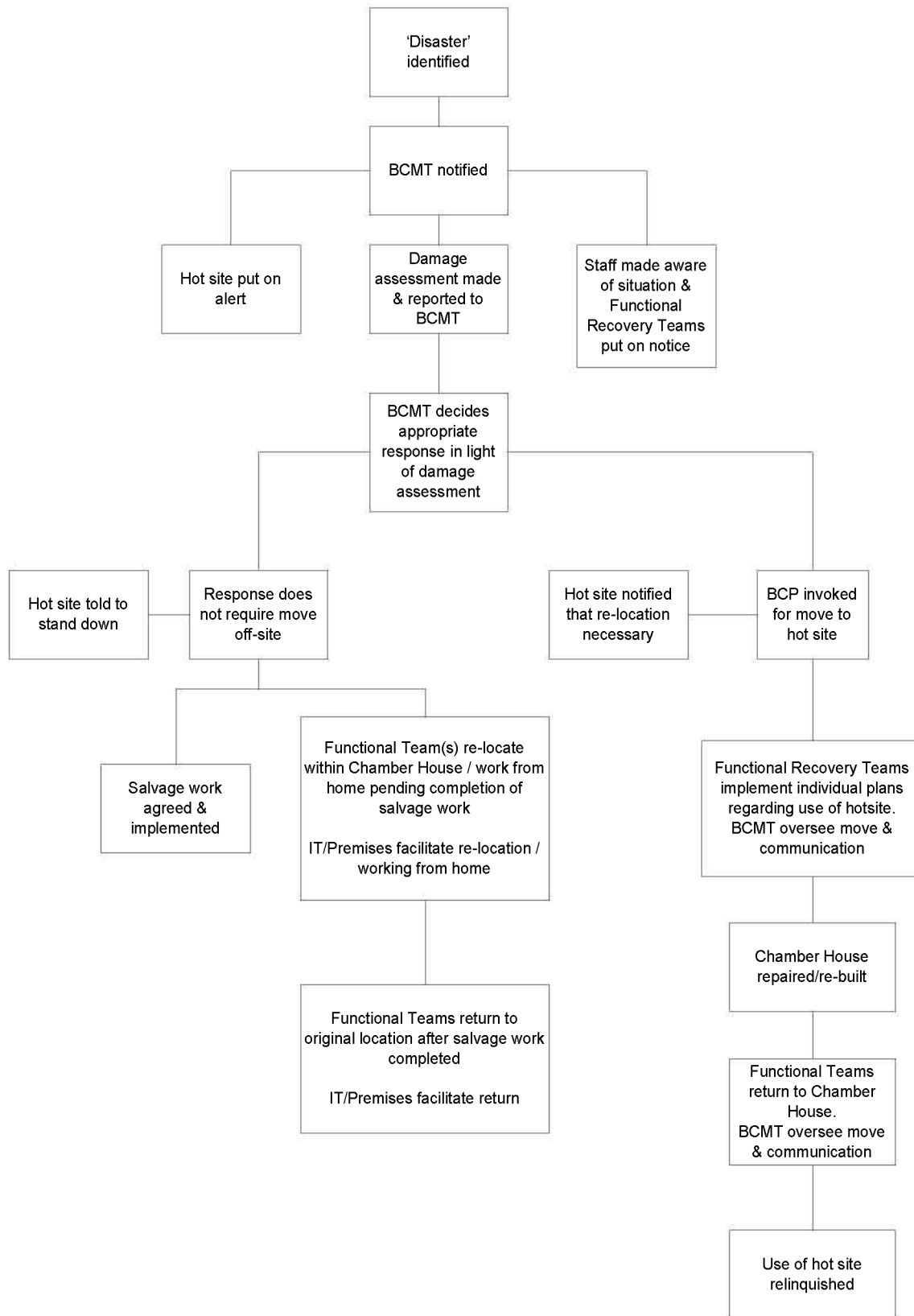
**Birmingham Chamber**  
of Commerce and Industry

**BUSINESS CONTINUITY PLAN**

RELEASE 5

**11 APPENDIX G – RECOVERY ACTIONS FLOWCHART**

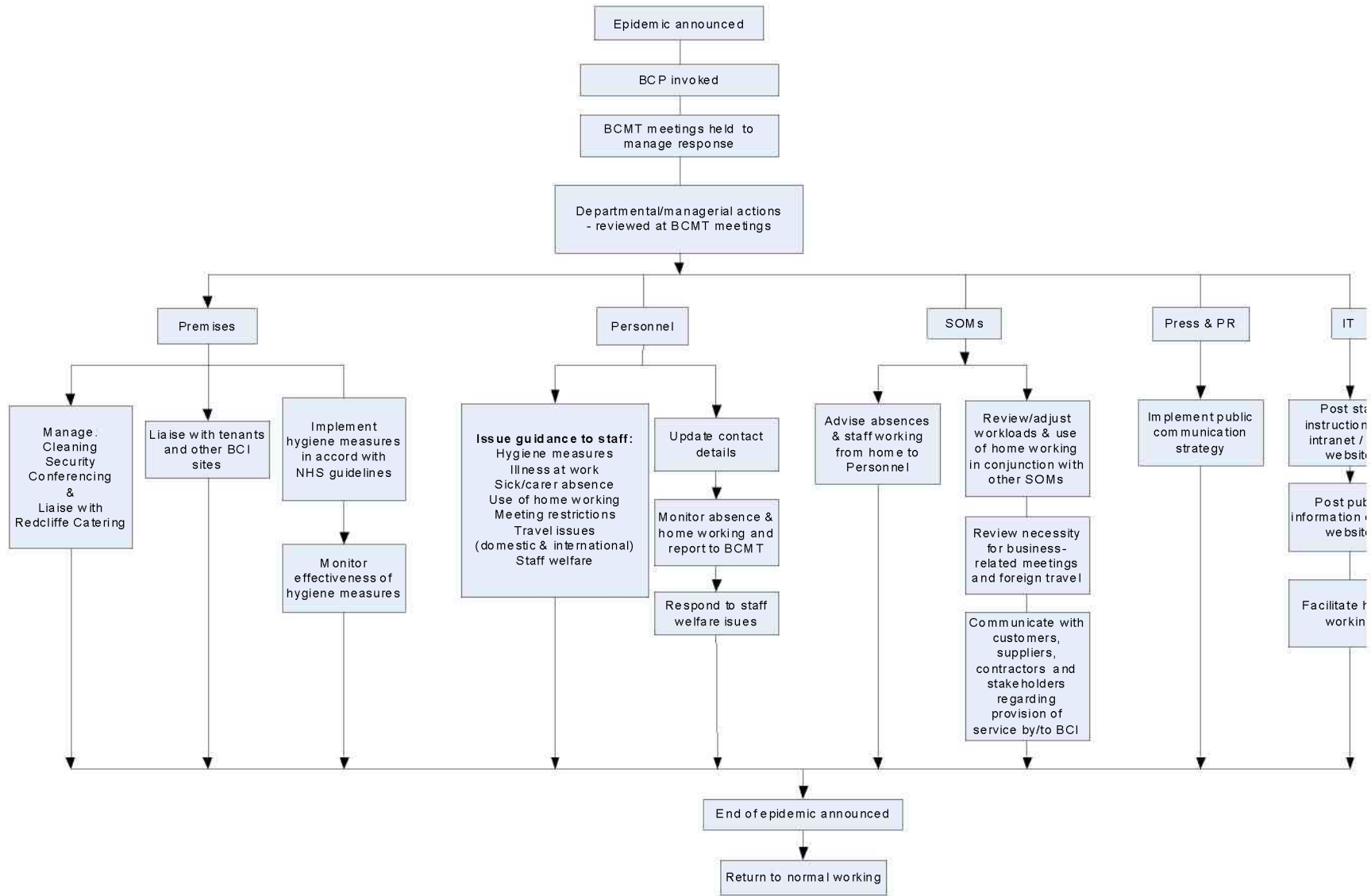
Refer to section 3 (Recovery Procedures).



**12 APPENDIX H – ACTIONS TO BE TAKEN IN EVENT OF A PANDEMIC**

<b>Item</b>	<b>Considerations / Steps</b>
BCMT and SMT respond to notification of pandemic and implement steps	<ul style="list-style-type: none"> <li>•Scale down operation</li> <li>•Update contact details (tel, email, Internet access) for all staff (by HR)</li> <li>•Re-distribute resources between teams</li> <li>•Staff instruction pages on corporate intranet/website</li> <li>•Public information page on website</li> <li>•Provide adequate IT capacity for remote working</li> </ul>
Review business need for face-to-face contact with customers/suppliers etc	Minimise face-to-face contact
BCMT communicate with staff about action to be taken in event of pandemic (Guidance to align with Government advice)	<p>Need</p> <ul style="list-style-type: none"> <li>• policy for sick-leave absence in event of pandemic</li> <li>• policy for working from home</li> <li>• policy for reducing spread of infection</li> <li>• policy for employees suspected of infection / becoming ill at work</li> <li>• policy on travel abroad</li> </ul>
Communication with members / customers / other external parties?	<ul style="list-style-type: none"> <li>• Public information page on website</li> <li>• Local media</li> </ul>
Implement measures to help reduce spread of infection	Would need to abide by Dept of Health guidance
BCMT establish means of monitoring and responding to staff absence/coping with staff welfare issues	Absence will not just be for individual's own sickness e.g. may have to care for children if nurseries/schools close. Also there is the possibility of fatalities / bereavement; disruption to public transport.
Review necessity for business-related travel abroad	Quarantine / border closure may be in effect in some countries. What about employees caught up in 'foreign' pandemic?
Critical activities are to continue during pandemic	Refer to sections 2 and 4 of this plan.
Where appropriate contact critical external suppliers to assess their capacity to continue business and adjust BCI BCP plan accordingly	Need to evaluate what inputs are vital to BCI's activities. Some suppliers e.g. utilities more likely to volunteer information on their situation.
Implement working from home as far as possible	Ensure adequate IT capacity for remote working
Consider calling in 'contingency' staff (redistribution of resources)	Specialised, small teams e.g. Documentation more vulnerable in event of pandemic
Review domestic business-related travel and make alternative arrangements as appropriate.	Government may call for reduction in unnecessary domestic travel

Reference flow chart on next page.



**13 APPENDIX I – SHORT TERM RECOVERY PLAN**

In the event of an unexpected short-term (1 to 3 days) disruption to the operation of the Chamber, the recovery plan will follow these steps:

<b>Action</b>	<b>Who</b>	<b>Requirement</b>
<b>1.</b> Detect and report disruptive event to security, reception or facilities team	Any one	Staff awareness
<i>During work hours</i>		
<b>2.</b> If necessary, invoke evacuation process	Security, facilities	Fire or incident alarm
<b>3.</b> At assembly point, give appropriate instructions to staff	Security, facilities	Instructions: No return to building – await instructions from your senior manager
<i>Outside work hours</i>		
<b>2.</b> Immediately inform BCMT	Security, reception or facilities team	Clear instructions to relevant staff
<b>3.</b> Inform senior operation managers via mobile phones	Mike Peachey, Shakir Whayeb and David Bradford	Mobile numbers of all SOMs
<b>4.</b> Notify tenants	Shakir Whayeb and David Bradford	See section 4.12.5
<b>5.</b> Put up notices on: <ul style="list-style-type: none"> <li>• Main telephone number</li> <li>• Entrance to building</li> <li>• Website</li> </ul>	<ul style="list-style-type: none"> <li>• Reception/IT</li> <li>• Reception/Security</li> <li>• IT</li> </ul>	<ul style="list-style-type: none"> <li>• Access to Audix</li> <li>• Pre-printed notices</li> <li>• Access to Live web server</li> </ul>
<b>6.</b> Inform staff and provide instructions on working from home (cascade calls)	Senior operation managers	Mobile numbers of team members
<b>7.</b> Work from home	Staff	IT services availability and connection to Internet
<b>8.</b> Await further instructions	Staff	Provide contact details to team senior manager
<b>9.</b> Return to work	Staff	Restoration of services