# RTS Business Continuity Plan



**Date:** 20th November 2024

**Version 5**

**Plan Owner: Mark Redmond, Managing Director**

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# 1. Staff Contact List

If there is a business disruption or emergency call a senior staff number as soon as possible.

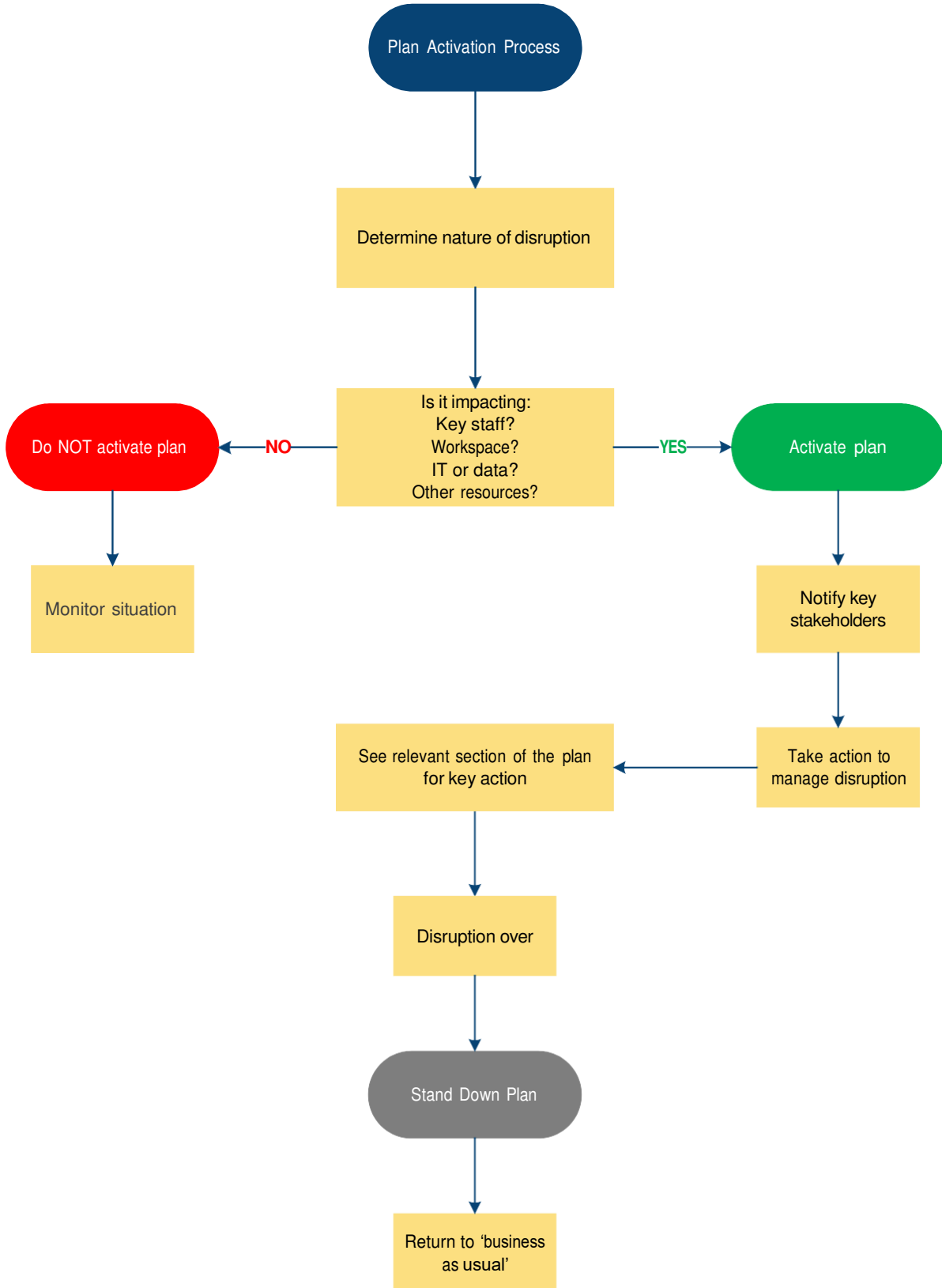| Name | Job Title | Office Contact | Mobile Contact | Home Contact |
|---|---|---|---|---|
| James Redmond | Sales Director | 02072321711 | 07973680772 | |
| Sam Densham | Transport Manager | 02072321711 | 07814509151 | |
| Meena Macdonald | SHEQ Manager | 01322380123 | 07812160673 | |
| | | | | |
| | | | | |

# 2. Business Priorities

If there is a business disruption or emergency call a senior staff number as soon as possible.

| Priority | Service |
|---|---|
| 1 | Waste and recycling collection services |
| **2** | Answering telephone calls, responding to email orders |
| 3 | Treating waste on site |

# 3.    Plan Activation Procedures

## 3.1.        Plan Activation Process

```
                    ┌─────────────────────────┐
                    │  Plan Activation Process │
                    └─────────────────────────┘
                                 │
                                 ▼
                    ┌─────────────────────────┐
                    │ Determine nature of      │
                    │ disruption               │
                    └─────────────────────────┘
                                 │
                                 ▼
  ┌──────────────────┐       ┌─────────────────────────┐       ┌──────────────────┐
  │ Do NOT activate  │◄─ NO ─│ Is it impacting:        │─ YES ─►│  Activate plan   │
  │ plan             │       │ Key staff?              │        └──────────────────┘
  └──────────────────┘       │ Workspace?              │                 │
           │                 │ IT or data?             │                 ▼
           ▼                 │ Other resources?        │       ┌──────────────────┐
  ┌──────────────────┐       └─────────────────────────┘       │ Notify key       │
  │ Monitor situation│                                         │ stakeholders     │
  └──────────────────┘                                         └──────────────────┘
                                                                        │
                                                                        ▼
                    ┌─────────────────────────┐       ┌──────────────────┐
                    │ See relevant section of │◄──────│ Take action to   │
                    │ the plan for key action │       │ manage disruption│
                    └─────────────────────────┘       └──────────────────┘
                                 │
                                 ▼
                    ┌─────────────────────────┐
                    │ Disruption over         │
                    └─────────────────────────┘
                                 │
                                 ▼
                    ┌─────────────────────────┐
                    │  Stand Down Plan        │
                    └─────────────────────────┘
                                 │
                                 ▼
                    ┌─────────────────────────┐
                    │ Return to 'business     │
                    │ as usual'               │
                    └─────────────────────────┘
```

## 3.2.    Workspace

| Objective | Actions or Considerations |
|---|---|
| **Establish the current situation at the affected site or workspace.** | What has happened?<br><br>• When did it occur?<br>• Are the Emergency Services informed or on-site?<br>• Is there access to the site?<br>• Are the IT systems and services still running?<br>• Who else has been informed?<br>• How potentially serious is it?<br>• • Are there any casualties? If so, details? |
| **Decide whether to invoke Business Continuity plan** | The decision will be based upon the information provided. Consideration should be given to:<br><br>• How quickly the business will be able to re-enter the affected workspace?<br>• Prevailing weather conditions.<br>• Whether the area is currently responding to an external incident.<br>• If the decision is to relocate key staff to the agreed alternative accommodation alert the site – (contact details in table below).<br>• If the decision is made not to invoke the plan, continue to monitor the situation until such time as normal access is granted to the disrupted location. |
| **Communicate with staff, suppliers or customers.** | IF EVACUATION IS NEEDED: follow site evacuation plan taking into account staff, customer and visitor safety.<br><br>• Keep staff informed at Assembly Points until a decision has been made about whether the building is likely to become available again soon. If the building will not be available, relocate identified key staff to the agreed alternative workspace and consider sending other staff home and tell them to await instructions. Remind them to check in with their manager at an agreed time.<br>• Out of Hours: if the disruption occurs outside office hours, staff communication will be co-ordinated by the manager or their designated staff member.<br>• Take the Emergency Grab bag with you. |

| Objective | Actions or Considerations |
|---|---|
| **Alternative accommodation location:** | |
| **Contact name at location:** | |
| **Contact number:** | |
| **Staff to be relocated:** | |

## 3.3. IT Systems / Data

| Objective | Actions or Considerations |
|---|---|
| **Confirm the nature of the disruption.** | • What has happened?<br>• When did it occur?<br>• Which systems and/or services are affected?<br>• How potentially serious is it?<br>• What is the estimated duration of the problem?<br>• Who else has been informed (staff/ suppliers / customers)? |
| **Decide whether to invoke Business Continuity plan** | The decision will be based upon the information provided. Consideration should be given to:<br>• How long systems will be unavailable?<br>• Whether the systems affected are required to support the business priorities?<br>• Whether the area is currently responding to an external incident?<br>• Inform staff that the Business Continuity Plan is being invoked or put staff on standby or invoke agreed manual systems to ensure that the service can continue to operate.<br>• If the decision is made not to invoke the plan, continue to monitor the situation until such time as normal service is resumed. |
| **Considerations if the disruption is due to nonavailability of IT systems or Data.** | • Instigate manual work around systems<br>• Rerouting of calls by calling drivers individually<br>• Accessing and making available critical data to key staff which has been protected.<br>• Keeping back up data securely off site<br>• Working from a secondary location unaffected by the IT issue.<br>• If the main landline(s) are lost revert to mobile phones and give number to key staff / suppliers / customers. |

## 3.4. Key Staff

| Objective | Actions or Considerations |
|---|---|
| **Confirm the nature of the disruption.** | <ul><li>What has happened?</li><li>When did it occur?</li><li>Who and how many are affected?</li><li>Which systems and/or services are affected</li><li>How potentially serious is it?</li><li>What is the estimated duration of the problem?</li><li>Who else has been informed (staff / suppliers / customers)</li></ul> |
| **Decide whether to invoke Business Continuity plan** | The decision will be based upon the information provided. Consideration should be given to:<ul><li>How long staff will be unavailable</li><li>Whether the staff are required to support the business</li><li>priorities.</li><li>Whether the area is currently responding to external incident</li><li>Inform staff that the Business Continuity Plan is being invoked</li><li>or put staff on standby or invoke agreed manual systems to</li><li>ensure that the service can continue to operate.</li><li>If the decision is made not to invoke the plan, continue to</li><li>monitor the situation until such time as normal service is</li><li>resumed.</li></ul> |
| **Considerations if the disruption is due to nonavailability of IT systems or Data.** | <ul><li>Change of job functions for some staff (to support the business priorities)</li><li>Employ agency staff</li><li>Offer overtime</li><li>Consider outsourcing some services if possible until you are ready to restore and deliver them yourselves.</li></ul> |

## 3.5.     Other Resources

| Objective | Actions or Considerations |
|---|---|
| **Confirm the nature of the disruption.** | <ul><li>What has happened?</li><li>When did it occur?</li><li>Who and how many are affected?</li><li>Which systems and/or services are affected</li><li>How potentially serious is it?</li><li>What is the estimated duration of the problem?</li><li>Who else has been informed (staff / suppliers / customers)</li></ul> |
| **Decide whether to invoke Business Continuity plan** | The decision will be based upon the information provided. Consideration should be given to:<ul><li>How long resources will be unavailable</li><li>Whether the resources affected are required to support the business priorities?</li><li>Whether the area is currently responding to an external incident?</li><li>Inform staff that the Business Continuity Plan is being invoked or put staff on standby or invoke agreed manual systems to ensure that the service can continue to operate.</li><li>If the decision is made not to invoke the plan, continue to monitor the situation until such time as normal service is</li><li>resumed.</li></ul> |
| **Considerations if the disruption is due to nonavailability of resources.** | <ul><li>Arrangements/contracts to hire / borrow / purchase replacement resources from suppliers.</li><li>Protective measures for resources e.g. not having all resources at one site/shop/office.</li><li>Planning for loss of power for up to 2 days.</li><li>Plan for fuel supply interruption.</li><li>Planning for disruption to key water utilities.</li></ul> |

# 4.    Supporting Information

## 4.1.    Staff Welfare

Staff are to be given clear direction about what the priorities of the business are in emergency events, and their welfare must be maintained (e.g. regular breaks due to increased intensity or pressure of work, and support in case their normal duties change).

Staff will be communicated to regarding the latest information, especially if they are going to be working from home or a different location than normal. If staff are going to be working from a different location, a map and directions will be provided as necessary, including checks that they are able to get there and get access to any temporary buildings.

## 4.2.    Communicating with Staff

**\*Out of office hours\***

The manager for the business or the designated staff member will keep staff up to date by the following methods:

- Telephoning staff and passing on essential information.
- Mobile phone text cascade of information if appropriate.

Information may be available via the following depending on the reason for disruption:

https://www.rtswaste.co.uk/

Staff are given the opportunity to feedback any comments they may have after the response phase and the service has returned to normal. This may be in the form of a structured debrief or more informally.

Managers who suspect that staff members have suffered undue stress or even trauma from the business disruption will consider providing assistance for those staff that have been affected.

## 4.3.    Media / Public Information

In the event of a major disruption to the business the business communications lead must be contacted to inform them of what has happened and the estimated length of the disruption and possible impacts of the disruption.