



# Falklands Islands Government

## Business Continuity Plan

**Department:** Policy & Economic Development Directorate - Communications Unit

**Address:** The Secretariat  
Thatcher Drive  
Stanley

**Email:** [communications.head@sec.gov.fk](mailto:communications.head@sec.gov.fk)

**Telephone:** 27400

**Date of Plan:** 29/04/2022

**Review Date:** Jun-22

**Prepared by:** Rhian Burgess

**Signed:** Rhian Burgess

**Person(s) responsible for activating the Plan** Rhian Burgess

*Deputy:* Amanda Curry Brown, DoPED

*Deputy:* Sally Heathman,

**Key objectives of your business continuity plan:**

- a) to identify critical risks to service delivery;
- b) to provide a plan to maintain or restore critical functions during a crisis;
- c) and create a plan to communicate with key people during the crisis.

**Department contacts list in order of priority - (add further contact information to the end of this plan if required)**

Name	Role	Key Holder	Email	Work tel:
Rhian Burgess	Head of Communications	Yes	<a href="mailto:Communications.Head@sec.gov.fk">Communications.Head@sec.gov.fk</a>	27400
Sally Heathman	Communications and Media Officer	Yes	<a href="mailto:communications.officer@sec.gov.fk">communications.officer@sec.gov.fk</a>	27400
Amanda Curry Brown	Director of Policy and Economic Dev.	Yes	<a href="mailto:acurrybrown@sec.gov.fk">acurrybrown@sec.gov.fk</a>	27428
Maeve Daly-Llamosa	Senior Public Policy Adviser	Yes	<a href="mailto:MDaly-Llamosa@sec.gov.fk">MDaly-Llamosa@sec.gov.fk</a>	28432
Chloe Anderson-Wheatley	Records Manager & Policy Officer	Yes	<a href="mailto:records.manager@sec.gov.fk">records.manager@sec.gov.fk</a>	28421

**Approved alternative business premises:**

Alternative and unaffected FIG office space or meeting rooms  
 Home  
 Remotely from other identified location - e.g. FIDF training room

**Transport arrangements:**

Personal or Government vehicles  
 Walking

**Media:** All media enquiries should be directed to the Communications Unit

Use the score system detailed on the **Likelihood Matrix** and **Severity of Impact Matrix** on page 4 to score identified threats in your continuity plan (page 5). Risk is calculated using your scores.

**RISK = Severity of Impact X Likelihood**

**How to identify service disruption level:**

Likelihood	Severity of Impact			
	1	2	3	4
1	1	2	3	4
2	2	4	6	8
3	3	6	9	12
4	4	8	12	16

Service Disruption Levels:	
<b>E</b>	Extremely disruptive (Critical service is unable to operate)
<b>H</b>	Highly disruptive (Service can not be performed at an acceptable level)
<b>M</b>	Moderately disruptive (service can still be performed, but at a lower level)
<b>L</b>	Low disruption (the service can still be performed with minor impact)
<b>N/A</b>	Not applicable (the threat would not affect this service)

LIKELIHOOD MATRIX				
Score		Definition	Likelihood of occurrence	Environmental event (e.g. flooding)
1	remote	Rare / may occur in exceptional circumstances	0% - 15%	Once in 50 years
2	unlikely	Could occur at some time	15% - 50%	Once in 20 years
3	likely	Will / might occur at some time	50% - 90%	Once in 5 years
4	very likely	Almost certain / is expected to occur in most circumstances	90% +	Annually

SEVERITY OF IMPACT MATRIX					
Score	Personal Safety	Failure to achieve stated Islands Plan Objective	Financial loss to service	Service disruption	Embarrassment or reputational
1 minor	Minor Injury or discomfort to an individual or several people	Islands Plan Key Action delivered outside agreed timeframe or budget	Up to 5% of budget	1 day	Contained within Service or Directorate

<b>2</b> significant	Severe injury to an individual or several people	Islands Plan Priority delivered outside agreed timeframe or budget	Up to 10% of budget	2-3 days	Local public or press interest
<b>3</b> serious	Major injury to an individual or several people	Failure to deliver Islands Plan Key Action	Up to 25% of budget	3-5 days	Director forced to resign
<b>4</b> major	Death of an individual or several people	Failure to deliver Islands Plan Priority	Over 25% of budget	5+ days	International public or press incident

Potential Threat (add additional threats as required)	Assessment				Business Continuity Plan (what is in place to enable continuity of service)
	likelihood	severity	risk (autofill)	service disruption	
Loss of key personnel	2	3	6	M	Non essential projects to be scaled back and provision of key services retained. This depends on the length of effect. Day-to-day tasks that are necessary for a basic service provision, eg.: the release of public service announcements or critical press releases can be handled by the DPED in the event that neither member of the Communications Unit is available. Password details for all social media are available on the Y drive to which the DPED has access. The Executive Assistant in the Chief Executive's Office is also able to send out emails to all users across Government. In a case of an ongoing incident which requires several personnel over a 24 hour period, then the key contacts can be placed on a rota system to ensure service is continued.
Loss of hard copy files	2	1	2	L	There are hard copy files to take into consideration, majority of the files used and distributed by the Communications Unit are available electronically.
Loss of IT system	2	3	6	H	If there is a loss of IT systems (i.e. desktops) then the Communications Unit laptop can be used or alternatively staff will either work from home using personal computer hardware or from a designated alternative office space, both members of the Communications Unit are able to access their email and network drives remotely. A message can be emailed across Government and replicated on the intranet in order to advise colleagues of the issue and social media can be used to share this information externally if required.

Loss of email service	2	4	8	H	The email service is vital for service provision. Lack of an email service means that contact for the service will be predominantly by phone or social media. If the system can still be accessed remotely, then staff will do so, however if it is a complete systems failure then Synergy will be contacted to put up a temporary out of office message for both the Head of Communications and Comms Officer and senders will be asked to route their email traffic via the FIGO PR Manager temporarily. A message can be emailed across Government and replicated on the intranet in order to advise colleagues of the issue and social media can be used to share this information externally if required.
Loss of phone service	2	3	6	L	The out-of-hours mobile phone handset would be used as the temporary single point of telephone contact for the team if the office phone service failed and a message can be emailed across Government and replicated on the intranet in order to advise colleagues of the issue and social media can be used to share this information externally if required. Most transaction could be just as effectively carried out using only the email system.
Loss of 3 party systems (radio/mobile phone etc)	1	1	1	L	Email and work telephone numbers would continue to be used as usual. The out-of-office mobile phone would be transferred to the private mobile number for the Head of Communications to ensure continuity or - if all mobile systems were out of service - to their work number during office hours and home number outside of office hours.
Loss of Staff for Medical Treatment Overseas	3	2	6	M	See 'loss of key service personnel'. Depending on the duration or nature of the treatment it may be necessary to ask the FIGO PR Manager to temporarily provide additional support to the team.
Loss of all communication systems (phone/email/radio) and power supply	1	4	4	E	If this occurs the Major Incident Plan will be enacted.

Covid-19 measures	4	3	12	E	<p><b>Continuity:</b> If COVID-19 spreads throughout the team then Communications and Media Office would still expect to be physically in the office, except in the event that they test positive or are too unwell (for another reason). If asymptomatic then they could work from home instead and equipment for remote working is available in this event.</p> <p>High level work will be prioritised and for those in the office there will be expectancy to take on additional work outside of the core communications remit, by virtue of being based on the top floor of the Secretariat and adjacent to the Chief Executive's office.</p> <p><b>Hygiene:</b> Within the office staff should socially distance, air offices, and have good hand hygiene. Individuals can choose whether they wish to wear masks and all equipment (masks, cleaning products, hand sanitiser) is available in the workplace.</p> <p><b>Entry to Building &amp; Visitors:</b> Hand sanitiser to be used by all. Number of visitors to building should be minimised by the use of MS Teams or telephones for initial contact and meetings will be used as best practice. If a staff member, positive with Covid-19, requires access to the office to perform a critical task then there will be an alternative access route.</p> <p>FIG Public Health guidance from the KEMH will be followed and measures updates as required.</p>
-------------------	---	---	----	---	---