



Falklands Islands Government

Business Continuity Plan

Department: Policy & Economic Development Directorate - Environmental Unit

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Date of Plan: 18/04/2022

Review Date: 01/09/2022

Prepared by: Rachel Cooper

Signed: Rachel Cooper

Person(s) responsible for activating the Plan Rachel Cooper

Deputy: Director
Deputy: Biodiversity Protection Advisor
Deputy: Senior Public Policy Advisor

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:
Rachel Cooper	Head of Environment	Yes	environmental.head@sec.gov.fk	28449
Mike Jervois	Environmental Officer/Biodiversity Protection Advisor	Yes	biodiversity.advisor@sec.gov.fk	28449
Deborah Barlow	Climate Change Officer	Yes	climatechange.officer@sec.gov.fk	28430
Chloe Anderson-Wheatley	Records Manager & Policy Officer	Yes	records.manager@sec.gov.fk	28421

In the event of an environmental incident, the following persons are to be contacted:

Jo Cox	Oil spill: Harbour Master	No	JCox@sec.gov.fk	27233
Emily Gilbert	Oil spill: Offshore Minerals Environmental Adviser	No	egilbert@mineralresources.gov.fk	27322
Daniela Baigorri	Biosecurity incident: Biosecurity Officer	No	Biosecurity@doa.gov.fk	27355
Zoe Fowler	Wildlife Disease: Veterinary Officer	No	zfowler@naturalresources.gov.fk	27366

Approved alternative business premises:

Unaffected FIG Department meeting room
Home

Transport arrangements:

Personal or Government vehicles / Walking

Media: All media enquiries should be directed to the Public Relations and Media Office

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:	
E	Extremely disruptive (Critical service is unable to operate)
H	Highly disruptive (Service can not be performed at an acceptable level)
M	Moderately disruptive (service can still be performed, but at a lower level)
L	Low disruption (the service can still be performed with minor impact)
N/A	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
2 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
3 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
4 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, e.g.: the provision of wildlife permits, can be handled by another member of the Environment Department or possibly a member of the larger Policy team in the interim. Advice on environmental matters can be sought through either SAERI or Falklands Conservation.
Loss of hard copy files	2	1	2	L	Records are held electronically on Directorate/Departmental network drives, on the internal Intranet, and the external Policy sub-site on the FIG website.

Loss of IT system	2	4	8	H	If there is a loss of IT systems then service provision will have to revert back to hardcopies made and letters sent. Almost all files are kept digitally and many processes are digitized. Hard copies are typically not kept for most work, other than a few key archival papers. Service would be disrupted until IT system resumed. In the case of long-term loss of system many essential processes (e.g. licence applications) may need to be restarted and carried out in hard copy.
Loss of email service	2	4	8	H	The e-mail service is vital for service provision. Lack of an e-mail service means that contact for the service will be predominantly by phone or where this needs to be written, by letter.
Loss of phone service	2	3	6	L	Revert to the use of e-mails as main means of contact; mobile phones can be used for emergencies.
Most personnel occupied in Wildlife Emergency	3	2	6	H	If all service personnel are involved then no further service provision can be granted. Alternative emergencies and routine duties will be put on hold until the service resumes. Where possible, skeleton staff will be kept in the office at reduced hours to maintain basic services.
Most personnel occupied in Oil Spill Emergency	3	2	6	H	If all service personnel are involved then no further service provision can be granted. Alternative emergencies and routine duties will be put on hold until the service resumes. Where possible, skeleton staff will be kept in the office at reduced hours to maintain basic services.
Key personnel off island or unable to attend normal duties	4	2	8	L	If personnel are unable to attend working duties suitable emergency cover has been arranged. There is some redundancy in department who will assist in the first instance. For oil related environmental emergencies Maritime or the Offshore Minerals Environmental Adviser can provide assistance or additional alternative cover. For biosecurity related issues or emergencies the Biosecurity Officer will cover. Wildlife disease emergencies can be dealt with through the senior veterinary officer. Day-to-day administrative tasks will be handled by another member of the Environment Department or the Policy Assistant.

Covid-19 measures	4	3	12	E	<p>Continuity: In case of Covid-19 infection levels; high level work will be prioritised and for those in the office there will be expectancy to take on additional work where possible.</p> <p>Working from home: Working from home will not be standard practice. If Covid-19 spreads through the team, staff will be asked to work from home if they are unwell or the risk is too high to mix with others. Working from home will be possible if agreed through an individual discussion with HOS or line manager, which could be via phone or email in advance. Most members of staff have access to portable devices such as laptops so those working from home can continue with their work. Synergy can provide VPN access so that network drives can be accessed remotely. Call forwarding to mobile phones can be programmed into office phones.</p> <p>Hygiene: 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>Entry to Building & Visitors: 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>Access for meetings: We will avoid meetings with multiple participants (especially visitors) in the office, instead secure meeting rooms where more social distancing is possible. For larger meetings we will make use of larger venues to allow social distancing.</p> <p>FIG Public Health guidance from the KEMH will be followed and measures updates as required.</p>
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