



Falklands Islands Government Business Continuity Plan

Department:	Policy & Economic Development Directorate - Policy Unit
Address:	Secretariat Thatcher Drive Stanley
Email:	records.manager@sec.gov.fk
Telephone:	28421
Date of Plan:	28-Apr-22
Review Date:	Jun-22
Prepared by:	Chloe Anderson-Wheatley
Signed:	Chloe Anderson-Wheatley

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

Amanda Curry Brown

Deputy: Maeve Daly-Llamosa, Senior Public Policy Adviser

Deputy: David Jeffrey, Senior Public Policy Analyst

Deputy: Rhian Burgess, Head of Communications

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:
Amanda Curry Brown	Director of Policy & Economic	Yes	acurrybrown@sec.gov.fk	28428
Chloe Anderson-Wheatley	Records Manager & Policy Officer	Yes	records.manager@sec.gov.fk	28421
Rhian Burgess	Head of Communications	Yes	Communications.Head@sec.gov.fk	28455/ 24700
Maeve Daly-Llamosa	Senior Public Policy Adviser	Yes	MDaly-Llamosa@sec.gov.fk	28422
David Jeffrey	Senior Public Policy Analyst	Yes	djeffrey@sec.gov.fk	28432
Sally Heathman	Communications & Media Officer	Yes	communications.officer@sec.gov.fk	28456
Christine Sargent	Policy Officer	Yes	policyofficer@sec.gov.fk	28433
Carol Morrison	Head of Public Health	Yes	cmorrison@sec.gov.fk	28435
Rachel Cooper	Head of Environment	Yes	environment.head@sec.gov.fk	28447
Debbie Barlow	Climate Control Officer	Yes	climatechange.officer@sec.gov.fk	28430
Mike Jervois	Biodiversity Protection Officer	Yes	biodiversity.advisor@sec.gov.fk	28449

Approved alternative business premises:

Work from home/suitable office space (e.g. FIDF training room, private office space at Lookout Industrial Estate)

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	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	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	3	2	6	M	Team members are designated to cover roles when required and if necessary staff can work from home, particularly this is due to Covid-19. Regular team meetings are held to ensure that staff are informed of the roles and responsibilities of others. Non-essential work in these instances would not be completed until resources allow and focus would be on high priority tasks.
Loss of hard copy files	2	2	4	M	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	3	3	9	M	In the case of loss of IT system or equipment on-site, Synergy can provide VPN access so that network drives can be accessed remotely. If there is a loss of IT systems (i.e. desktops) then some staff can continue work using portable laptops or will be permitted to use alternative office space. Daily-back ups are performed by Synergy so electronic documents/work can still be accessed. Servers are held at secure Sure Primary site and back-ups located at Sure Disaster Recovery Site, so no data is physically stored on premises.

Loss of database	2	1	2	L	A small number of staff will be impacted however, daily tasks can still be completed and the relevant Directorates contacted if any information is required. Hardcopies of records will be available to access from the Directorate premises.
Loss of email service	3	2	6	M	Telephone services or internal communication through the Intranet can be used. Staff will be able to access network drives to access files and continue with workstreams. A message can be placed 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	3	2	6	M	Email services will be used instead and a message sent out - either through a all staff email, with a press release, or Intranet message - informing other Directorates of the loss of phone service. Sure South Atlantic Ltd will be informed via email of the situation so that the situation can be resolved. If the loss of phone service is limited to the work/office numbers only, then staff can be permitted to use their own personal numbers until the situation is resolved.
Loss of all communication systems (phone/email/radio) and power supply	1	4	4	E	If this occurs then the Major Incident Plan will be enacted

<p>Covid-19 measures</p>	<p>4</p>	<p>3</p>	<p>12</p>	<p>E</p>	<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>
---------------------------------	----------	----------	-----------	----------	---