

## **INTRODUCTION**

These arrangements detail the mitigation measures required to reduce risk where appropriate. They detail key interdependencies that need to be considered, e.g. key suppliers or reliance on other areas of the business. The business interruption may be due to a minor incident that affects only one funeral and can be dealt with within the local office. An action sheet has been prepared to assist staff in dealing with such an incident. If the incident disrupts more than one funeral, a complete building, IT or communications, the Business Continuity Arrangements may be implemented.

Copies of the Business Continuity Arrangements are held:

Kilwinning Office	Byres Road, Kilwinning
Irvine Office	Ballot Road, Irvine
Stevenston Garage	Portland Place, Stevenston

## **REVIEW PROCESS**

It is the responsibility of the General Manager to maintain this document by ensuring that contact details are updated every six months.

Threat to Service	Potential Consequence	Mitigation Measure Already in Place	Likelihood	Severity	Risk	Mitigation Measures Required
<b>Loss of premises/access denial</b>	<ul style="list-style-type: none"> <li>• Services have to be delayed or cancelled</li> <li>• Distress to bereaved</li> <li>• Damage to reputation, loss of future business</li> <li>• Loss of revenue</li> </ul>	<ul style="list-style-type: none"> <li>• Fire Risk Assessments</li> <li>• Health and Safety Risk assessments</li> <li>• Planned maintenance</li> <li>• Staff evacuation plan</li> <li>• Environmental Management system</li> </ul>	1	3	Low	<ul style="list-style-type: none"> <li>• Alternative Parlour access for staff</li> <li>• Technicians to work from alternative parlour</li> </ul>
<b>Fire</b>	<ul style="list-style-type: none"> <li>• Loss of life – staff and clients</li> <li>• Damage to memorials</li> </ul>	<ul style="list-style-type: none"> <li>• Fire Alarm system</li> <li>• Fire Risk Assessments</li> <li>• Staff evacuation plan</li> <li>• No smoking policy</li> <li>• Insurance cover, including business interruption - review annually</li> </ul>	2	4	Med	<ul style="list-style-type: none"> <li>• Develop practice fire alarm regime in conjunction with fire alarm contractor</li> </ul>
<b>Loss of staff / Failure to attract and retain staff</b>	<ul style="list-style-type: none"> <li>• Impact on service quality</li> <li>• Possible increased cost of recruitment/staffing</li> </ul>	<ul style="list-style-type: none"> <li>• Managing Attendance Policy</li> <li>• Partnership working</li> <li>• Cross-training of staff</li> <li>• Training and certification of additional standby staff</li> </ul>	2	2	Low	<ul style="list-style-type: none"> <li>• Succession planning</li> <li>• Consider use of agency and temporary staff</li> <li>• Scaling back non-critical activities</li> </ul>
<b>Injury to staff or clients</b>	<ul style="list-style-type: none"> <li>• Compensation claims</li> <li>• Bad publicity</li> <li>• HSE investigation</li> <li>• Impact on service quality</li> </ul>	<ul style="list-style-type: none"> <li>• H&amp;S risk assessments in place for operational and admin tasks</li> <li>• Hazard warning notices in place</li> <li>• Programme of building maintenance in place</li> <li>• Employer's and public liability insurance - review annually</li> </ul>	2	2	Low	<ul style="list-style-type: none"> <li>• Review written procedures/standard operating procedures (ongoing)</li> </ul>

Threat to Service	Potential Consequence	Mitigation Measure Already in Place	Likelihood	Severity	Risk	Mitigation Measures Required
<b>Loss of communications</b>	<ul style="list-style-type: none"> <li>• Slower service response</li> <li>• Distress to bereaved</li> <li>• Damage to reputation, loss of future business</li> </ul>	<ul style="list-style-type: none"> <li>• Fixed line and mobile telecoms.</li> </ul>	2	2	Low	<ul style="list-style-type: none"> <li>• Continually assess communication package and service.</li> </ul>
<b>Failure of key suppliers</b>	<ul style="list-style-type: none"> <li>• Possible service impact</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain stock of common items.</li> </ul>	1	2	Low	<ul style="list-style-type: none"> <li>• Seek alternative suppliers for contingency.</li> </ul>
<b>Loss of transport/fuel shortage</b>	<ul style="list-style-type: none"> <li>• Delays/ cancellations of funerals</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain fuel levels and awareness of local suppliers</li> <li>• Rental of vehicles from other Directors</li> </ul>	2	4	Med	<ul style="list-style-type: none"> <li>• Maintain working relationships with local Funeral Directors.</li> </ul>
<b>Breaches of statutory and regulatory requirements</b>	<ul style="list-style-type: none"> <li>• Bad publicity</li> <li>• Additional costs (fines, expenditure on rectification)</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous monitoring of legislation</li> <li>• Staff training</li> <li>• Suitably qualified staff</li> </ul>	2	3	Med	<ul style="list-style-type: none"> <li>• Further staff training</li> </ul>
<b>Breach of Data Protection Regulations (EU GDPR)</b>	<ul style="list-style-type: none"> <li>• Compromising of confidential personal information</li> <li>• Fines imposed for breaches</li> </ul>	<ul style="list-style-type: none"> <li>• Safe storage of data, both physical and electronic</li> <li>• Firewalls and virus protection in place</li> <li>• Staff awareness</li> </ul>	1	3	Low	<ul style="list-style-type: none"> <li>• Further Staff training</li> <li>• Review data protection systems annually</li> <li>• Review documentation – policies and practices</li> </ul>
<b>Unexpected increase in the number of deaths</b>	<ul style="list-style-type: none"> <li>• Capacity of refrigeration facilities compromised</li> <li>• Added pressure to staff</li> </ul>	<ul style="list-style-type: none"> <li>• Capacity between two parlours to cope with business demands</li> <li>• Within the capabilities to recognise capacity and reject new business</li> </ul>	2	2	Low	<ul style="list-style-type: none"> <li>• Continue to monitor capacity levels in both parlours and only accept new business if space permits.</li> </ul>

## **ACTION SHEET – Incident with funeral that cannot be managed by individual Parlour.**

### **Actions**

1. Start and maintain a log of key decisions and actions - use the Business Continuity Log Sheets at Appendix A.
2. Inform General Manager

### **Considerations**

1. Suspend current arrangements.
2. Alert all members of staff of issues.
3. Need for additional resources to be procured.
4. Keep a record of expenditure incurred and any authorisation of expenditure.
5. IT issues – Revert to paper copies. Contact alternative Parlour to see if they can assist.
6. Telecommunications issues – Contact General Manager on mobile phone. Contact Telecoms supplier by mobile phone.
7. Personnel issues - if advice/assistance required liaise with General Manager.

### **Contact Details**

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