

BUSINESS CONTINUITY PLAN

10th March 2020

Without experimentation, a willingness to ask questions and try new things, we surely become static, repetitive, moribund.

Anthony Bourdain

1. TAF's Top Ten Reasons TODAY to Take Action

(as at Wednesday 11th March 2020, BBC NEWS)

1. Today, the BBC reported that the number of coronavirus cases in the UK is steadily on the rise.
2. A **6th person** who had the virus has died in the UK.
3. **373 UK cases** were announced as of 0900 GMT - a rise of 54 from yesterday.
4. **91 cases** in London and 51 cases in the South East, the next highest infected area.
5. **GPs warn** routine surgery appointments may have to stop as coronavirus cases rise.
6. The **British Medical Association said** routine monitoring of long-term health conditions might have to stop to enable GPs to "focus on the sickest patients".
7. **Airlines** have cut thousands of flights (including to/from Italy after it went into lockdown).
8. **England's Deputy Chief Medical Officer** is delaying closing schools and introducing other stringent measures, saying experts were assessing new cases on an hourly basis to achieve a "balanced response".
9. **Dr Jenny Harries said she expected significant increases in the number of cases in the UK beginning in about 10 to 14 days' time, at which point people with flu-like symptoms would be advised to self-isolate.**
10. The vast majority of those diagnosed with coronavirus in Britain were "pretty well" but might "feel a bit rough for a few days", she added.

Source: <https://www.bbc.co.uk/news/uk-51822618>

**With this said, this is the time to take action, protect your organisation and create your own unique
Foodservice
Business Continuity Plan**

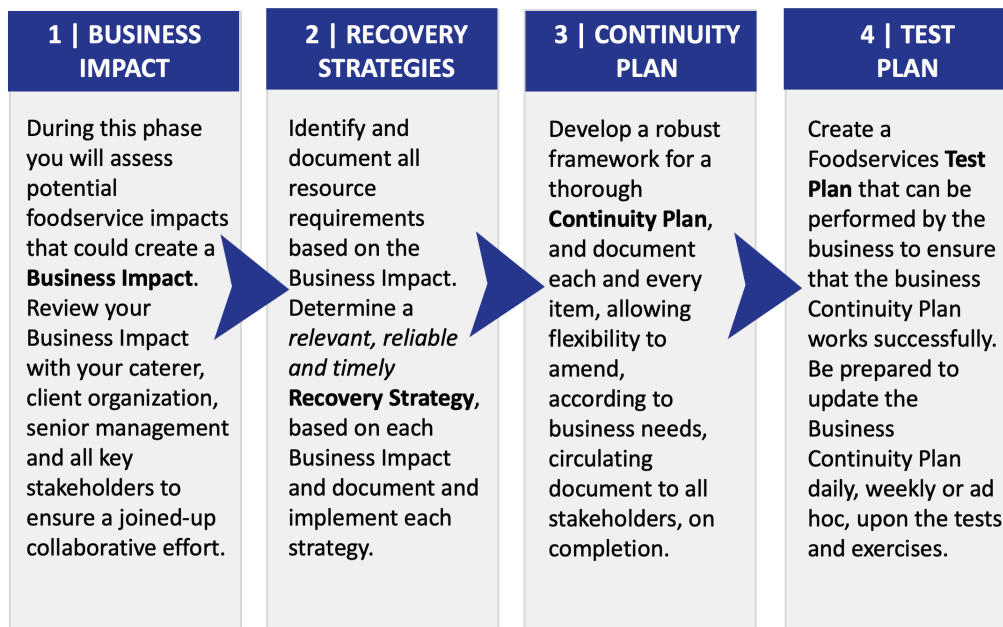
2. Introduction

What is a business continuity plan?

- A BCP or Business Continuity Plan consists of the processes and procedures an organisation needs to continue operating during a disaster, such as Coronavirus, to protect the business and recover as quickly as possible.
- All key information is put into a document, which is presented, tested, approved, improved and reviewed regularly on to ensure an organisation is prepared.
- The BCP is often considered the heart of a BCMS (business continuity management system).



FOODSERVICE BUSINESS CONTINUITY FRAMEWORK TEMPLATE



Who should have a business continuity plan?

- All organisations, no matter their size, should create a BCP, at times like these.
- Every organisation is at risk of a disruptive incident and given the latest turn of events around CORONOVIRUS, your foodservices, specifically, need one NOW.
- Failure to plan could have disastrous consequences for your organisation, potentially resulting in your organisation being unable to recover costs or people.

7 Items in any Business Continuity Plan include...

1. **Purpose and scope** | Details of the plan should be provided and any exclusions must be explained.
2. **Plan invocation** | Details of how and when the BCP will be invoked (i.e. be the authority for action).

3. **Developing the BCP** | Information in the plan must be understood by and accessible to everyone in the organisation and by the caterer personnel.
4. **Communications** | How, and under which circumstances, the organisation and caterer will communicate with employees, key interested parties and emergency contacts.
5. **Stakeholders** | Provide information relating to essential stakeholders, including their contact details.
6. **Document owner, approver and change history record** | The business continuity Project Manager is the owner of the BCP and is responsible for ensuring that the procedure is reviewed and tested regularly.
7. **Change management** | The document must be published in a place that is available to all members of staff, especially those directly involved in the BCP, and in all appropriate formats (digital, hard copy, etc.).

3. Benefits of a Business Continuity Plan (BCP)

1. Creating a BCP will make it easier for your organisation to cope in a crisis and minimise the disruption for you and your customers. It also demonstrates to customers and investors that your business is prepared for anything, thereby gaining their confidence and giving you a competitive edge.
2. A BCP can also reduce or even avoid the risk of losing revenue if you are hit with a disruption (such as reduced on-site population as a result of the CORONAVIRUS health and safety measures). Returning to business as usual as quickly as possible minimises the time that your organisation is unable to operate and therefore unable to generate revenue.
3. Organisations that aren't prepared often appear incompetent. This can damage their reputation and brand image, putting many people off associating with them, which could lead to a loss of customers.

To help you with your BCP, we've created a FREE template which we invite you to use. This template outlines what should be included in a BCP that has been tailored to your organisation.

TAF Catering Consultancy is thriving in an unsettled UK market in 2020 where clients are looking for a new kind of catering consultant, one that's FRESH, FORWARD-THINKING, INNOVATIVE, APP-SAVVY & SUSTAINABILITY focused.

If YOU want us to help YOU manage your BCP, food costs or foodservices then EMAIL US TODAY:

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FREE Business Continuity Plan Template

Document Title	Business Continuity Plan
Organisation Name	Insert ORGANISATION Name Here
Purpose and Scope	This Business Continuity Plan is required specifically to provide the ORGANISATION company stakeholders with reasonable assurance that the CATERER is meeting its obligations with regards to business continuity in light of CORONOVURUS, as of March 2020.
Published Version	1
Publication Date	00/00/0000
Review Date	00/00/0000
Project Manager Name	Insert Name Here
Project Manager Title	Insert Title Here
Catering Company	Insert Caterer Name Here
Project Manager Email	Insert Email Here
Project Manager Number	Insert Number Here
Objectives	<ol style="list-style-type: none"> 1. Protect the wellbeing of company employees and staff 2. Facilitate timely ramping down/up of foodservices 3. Minimize loss of revenue to the company 4. Maintain public image and reputation 5. Minimise the critical decisions made in a time of crisis

Distribution List

Company	Name (& Initials)	Title	Telephone	Email
CATERER Name				
ORGANISATION Name				

This Business Continuity Plan and all related procedures have been approved by the senior management stakeholders of both companies effective the date below.

Name & Title

Date

Name & Title

Date

Business Continuity Plan (*continued*)

Business Impacts						
Item	Business Impact Area	Item	Recovery Strategy (Situation / Reason)	Resources (initials)	Status (In Progress-Being reviewed-Approved/Completed)	Review/Date
1a	STAFF RESTAURANT	Food	Situation: Reduced volumes confirmed in latest management report. Reason: Feed a reduced on-site population/reduce unnecessary costs.	TF	Being reviewed	By 1 st Apr 20
1b		Staff	Situation: 7 of 9 catering staff taking voluntary holidays immediately. Reason: Cater for a reduced population without redundancies. <i>NB. Staff to be performance rewarded YE, subject to crisis aversion.</i>	TF	Being reviewed	By 13 th Mar
2a	FREE ISSUES	Food	Situation: Reduced volumes of free issues by 50%. Reason: To feed a reduced on-site population/manage costs.	TF	Approved/Completed	✓ (11/03/20)
2b		Staff				
3a	HOSPITALITY	Food				
3b		Staff				
4a	FINE DINING	Food				
4b		Staff				
5a	VENDING	Food				
5b		Staff				
6	OTHER					

Delete rows as applicable.

NB. This plan will be distributed to members of the Business Continuity Management Team and management of the document should be maintained by the Business Continuity Project Manager (who should be the most senior member of caterer's management team).