



Business Continuity Policy

INTRODUCTION

PMACTIVE is a small organisation that delivers face to face services to users in its local community. As such risks that prevent the delivery of our business for a prolonged period are limited.

Notwithstanding this we recognise that there are risks that impact the delivery of our day to day services and plans are in place to manage these. These are set out below.

RISKS TO PMACTIVE DELIVERY AND PLANNED RESPONSE

1.Natural Events and Weather represent the biggest risk to our daily delivery. Where such an event prevents safe delivery then in the immediate instance service users will be contacted to confirm either that a session is cancelled or, where practical will be delivered by an alternative method i.e. online. Where appropriate to do so service users will be given the opportunity to reschedule any sessions that are missed.

2.Technical failure and IT outages are a risk to all businesses including PMACTIVE. Our risk is limited as our delivery model is face to face, however, we recognise that our IT systems hold important company information as well as provide a method for some service users to book sessions. In the first instance of such an issue arising our first response would be to contact our service providers to log the issue and seek a resolution. To further manage these risks PMACTIVE regularly undertakes an activity to back up all of its information onto an external drive, meaning that information is available via another source and the risk of total loss of information is minimised. Where our booking system unavailable we will allow customers to complete this function via alternative method including telephone or face to face.

3.Staffing shortages can occur for a variety of reasons including staff sickness or unavailability for other reasons. Where this happens PMACTIVE has developed a network of high quality sub contractors who can lead sessions on their behalf. Recognising that some of our customers benefit from working with familiar people service users will always be given the choice about whether to proceed with an alternative instructor or reschedule their session.

WORKING WITH 3rd PARTIES

Regardless of the cause of any business continuity issue PMAActive will, as soon as is practical to do so, inform any third party partner to whom the issue is relevant and provide regular information regarding proposed resolution.

REVIEWING OUR BUSINESS CONTINUITY PLANS

PMAActive's Board of Directors meet on a quarterly basis. As part of this process risks are discussed. Any changes to our business continuity plans resulting from these discussions will be reflected as soon as possible in this plan. As a minimum this plan is reviewed every 12 months.