PHSSL STAFFING LIMITED

CONTROLLED POLICY

A02 – BUSINESS CONTINUITY AND EMERGENCY PLANNING POLICY

Policy Reference	A02	**Version**	1.0
Policy Owner	PHSSL Staffing Limited	**Approved By**	Lade Awosika, Director
Approval Method	Approved electronically	**Approval Date**	September 2026
Review Date	September 2027	**Status**	Controlled Document
Applies To	All PHSSL Staffing Limited staff, agency workers and relevant contractors	**Supersedes**	New policy

1. Purpose

This policy sets out how PHSSL Staffing Limited will prepare for, respond to and recover from disruptions that could affect recruitment, worker deployment, client support, payroll, communications, compliance systems or the safe continuity of staffing services.

2. Scope

This policy applies to directors, managers, recruitment and compliance staff, coordinators, payroll and administrative staff, agency workers and relevant contractors. It covers both temporary staffing and permanent recruitment activities, including out-of-hours and remote-working arrangements.

3. Policy Objectives

- Protect people from avoidable harm during disruption or emergency conditions.
- Maintain critical staffing, compliance, payroll and communication functions as far as reasonably practicable.
- Prioritise urgent client requirements and assignments involving vulnerable people.
- Ensure accurate and timely communication with workers, clients and other relevant parties.
- Protect confidential information and essential records during system or premises disruption.
- Restore normal operations in a controlled way and learn from significant incidents.

4. Legal and Operational Framework

PHSSL Staffing Limited will apply this policy alongside applicable employment-agency, employment, health and safety, safeguarding, data-protection and contractual requirements. Relevant arrangements include the Employment Agencies Act 1973, Conduct of Employment Agencies and Employment Businesses Regulations 2003, Health and Safety at Work etc. Act 1974, Management of Health and Safety at Work Regulations 1999, Data Protection Act 2018, UK GDPR and other applicable statutory or contractual duties.

5. Business Continuity Priorities

During a serious disruption, management will prioritise functions according to risk and urgency. Critical functions may include:

- Communication with workers currently on assignment.
- Communication with clients where booked shifts or placements may be affected.
- Safe handling of urgent staffing requests and cancellations.

- Access to worker compliance and assignment information.
- Safeguarding and serious incident escalation.
- Payroll, timesheet and statutory payment functions.
- Right-to-work, DBS and other compliance controls where recruitment activity continues.
- Protection and recovery of essential records and systems.

6. Business Continuity Risk Assessment

PHSSL Staffing Limited will maintain proportionate arrangements for foreseeable disruptions. Risks may include:

- Loss of office access due to fire, flood, utility failure or other emergency.
- Telecommunications, internet, email or recruitment-system failure.
- Cyber incident, data breach or loss of access to digital records.
- Power outage or equipment failure.
- Severe weather, transport disruption or widespread travel difficulties.
- Sudden staff shortage, illness outbreak or loss of key personnel.
- Banking, payroll or payment-system disruption.
- Major client incident or sudden cancellation of multiple assignments.
- Public-health emergency or other national or regional disruption.
- Supplier, platform or third-party service failure.

7. Incident Leadership and Decision-Making

A Director or delegated senior manager will coordinate the response to a significant business interruption. The person leading the response will assess impact, set priorities, allocate actions, decide whether alternative working arrangements are required and ensure important decisions are recorded.

8. Emergency Contact Arrangements

PHSSL Staffing Limited will maintain current contact information for key staff and other essential operational contacts. Relevant emergency information should be accessible to authorised managers when normal systems are unavailable, while remaining securely protected.

9. Loss of Office Access

If the normal office cannot be used safely, management may activate remote working or another suitable temporary arrangement. Staff must not enter premises affected by fire, structural danger, police restriction, flooding, gas leak or another serious hazard until authorised to do so.

10. IT, Telephone and Email Failure

- Use approved alternative contact routes where available.
- Prioritise workers already on assignment and urgent client needs.
- Record significant calls, bookings and decisions manually where electronic systems are unavailable.
- Enter or reconcile temporary records into the main system when service is restored.
- Do not use insecure personal accounts or unapproved messaging methods for confidential information unless specifically authorised under an emergency procedure.

11. Cybersecurity and Data Incident

A suspected cyberattack, ransomware event, unauthorised system access or serious data breach must be escalated immediately. Staff should follow management instructions, avoid actions that could spread the incident, preserve relevant evidence and use approved alternative working arrangements. Data-protection breach assessment and notification requirements must be considered promptly.

12. Payroll and Timesheet Disruption

Where a system failure affects timesheets or payroll, PHSSL Staffing Limited will use available verified records and approved contingency processes to reduce avoidable delay. Any manual calculation or temporary payment process must be documented and checked. Adjustments will be reconciled when normal systems resume.

13. Staffing Shortages and High Demand

Where demand exceeds available compliant workers, PHSSL Staffing Limited will not lower safer-recruitment or mandatory compliance standards simply to fill shifts.

- Prioritise assignments according to urgency, client risk and available competent workers.
- Communicate honestly with clients where cover cannot be safely provided.
- Avoid allocating workers who do not meet required role, training, right-to-work, vetting or competency requirements.
- Monitor excessive hours and fatigue before offering additional work.

14. Worker Illness, Delay or Non-Attendance

Workers must report illness, serious delay or inability to attend an assignment as soon as possible through the agreed contact route. PHSSL will inform the client promptly, consider replacement cover and record the action taken. Workers must not arrange unauthorised substitutes.

15. Severe Weather and Transport Disruption

Management will consider travel safety, client need, worker availability and local conditions. Workers must not be pressured to make journeys that are clearly unsafe. Where a worker cannot reach an assignment, PHSSL will communicate with the client and seek alternative arrangements where reasonably possible.

16. Public Health or Infectious-Disease Emergency

PHSSL Staffing Limited will follow current official public-health guidance and relevant client infection-control requirements. Measures may include remote recruitment activity, workforce communication, temporary operational controls, PPE or testing requirements where applicable, and additional screening or risk assessment.

17. Major Incident at a Client Setting

Where PHSSL becomes aware of a serious incident at a client location, the immediate safety response remains led by the client and emergency services unless PHSSL staff are directly required to act. PHSSL will support communication with its workers, cooperate with lawful enquiries and manage any worker-supply, safeguarding, employment or compliance responsibilities.

18. Safeguarding During Disruption

Emergency conditions do not reduce safeguarding duties. Any allegation or indication of abuse, neglect, exploitation or immediate danger must be escalated under PHSSL Staffing Limited's safeguarding procedures and, where relevant, the client's safeguarding arrangements.

19. Agency Workers on Assignment

- Workers must follow the client's emergency procedures while on assignment.
- Workers should know how to contact the client's responsible person and PHSSL where necessary.
- A worker who is unsafe, unwell or unable to continue must report this promptly.
- PHSSL may remove, replace or restrict a worker where safety or compliance requires it.
- Workers must preserve confidentiality and complete required incident records after an emergency.

20. Remote Working During Disruption

Where staff work remotely, PHSSL's data-protection, confidentiality, cyber-security and record-keeping standards continue to apply. Staff must protect devices and documents from unauthorised access, use approved systems and report loss, theft or suspected compromise immediately.

21. Communication With Clients

Clients affected by disruption will be given clear, factual information about operational impact, unavailable workers, alternative arrangements and expected updates. PHSSL will avoid promising cover or recovery times that cannot reasonably be assured.

22. Communication With Workers

Workers will be informed of significant changes affecting assignments, reporting arrangements, office access, payroll or safety. Staff should use approved communication channels and avoid sharing confidential or speculative information.

23. Third-Party Suppliers and Platforms

Where PHSSL depends on payroll providers, recruitment platforms, telecommunication services or other suppliers, management will consider suitable fallback arrangements for critical functions. Supplier failure will be escalated according to operational impact.

24. Recovery and Return to Normal Operations

When disruption is controlled, management will coordinate recovery. Actions may include:

- Restoring access to normal systems and premises.
- Reconciling manual records, bookings, timesheets and payroll information.
- Confirming outstanding client and worker communications.
- Reviewing unresolved safeguarding, incident or compliance issues.
- Checking data integrity and system security before full resumption.
- Closing temporary workarounds once normal controls are restored.

25. Post-Incident Review and Learning

Significant disruptions will be reviewed to identify what happened, what worked, what failed and what should change. Learning may lead to revised contact arrangements, system controls, supplier arrangements, training, risk assessments or policy updates.

26. Testing and Review of Continuity Arrangements

Business continuity arrangements will be tested or reviewed at suitable intervals and after major changes. Testing may include contact cascades, system-down scenarios, remote-working checks, payroll contingencies or tabletop exercises.

27. Staff Responsibilities

- Know relevant emergency and escalation arrangements.
- Keep personal work contact details current.
- Report disruption, incidents and serious risks promptly.
- Follow authorised instructions and temporary procedures.
- Maintain accurate records during disruption.
- Protect confidential information and company systems.
- Participate in continuity training or testing when required.

28. Management Responsibilities

- Maintain proportionate continuity arrangements for critical operations.
- Ensure key responsibilities and emergency contacts are clear.
- Coordinate significant incidents and communicate with stakeholders.
- Ensure safer-recruitment and worker-compliance controls are not bypassed during pressure.
- Monitor operational impact and outstanding actions.
- Review significant events and implement learning.

29. Related PHSSL Staffing Policies

- A01 Governance and Quality Assurance Policy.
- A03 Records Management, Confidentiality and Data Protection Policy.
- A04 Complaints, Concerns and Service Feedback Policy.
- B01 Safeguarding Adults Policy.
- B02 Safeguarding Children and Young People Policy.
- B03 Whistleblowing / Speaking Up Policy.
- C02 DBS, Right to Work, References and Pre-Employment Checks Policy.
- C06 Lone Working and Worker Safety Policy.
- D03 Placement, Booking, Allocation and Cancellation Policy.
- D04 Working Time, Rest Breaks and Fatigue Management Policy.
- D05 Timesheets, Pay, Holiday Pay and Payroll Policy.

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30. Review and Document Control

This policy will be reviewed at least annually and sooner following a significant disruption, emergency, cyber incident, major operational change, legal change, audit finding or identified weakness. The current approved electronic version is the controlled master. Printed or locally saved copies are uncontrolled unless specifically issued and recorded as controlled copies.

Approved by	Lade Awosika
Position	Director
Approval method	Approved electronically
Approval date / next review	September 2026 / September 2027