**QHF416**

**BUSINESS CONTINUITY STRATEGY**

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1. ***Policy Introduction***

As a part of ensuring a strong business continuity framework is in place and reduced impact to critical services, National Ambulance has identified its critical business processes / activities through the business impact analysis (BIA) and has carried out a risk assessment to determine the activities with moderate and high risk level. Business continuity strategies helps in:

* Mitigating the risk of prioritized activities being disrupted.
* Keeping disruption to a minimum.
* Resuming essential operations within acceptable timeframes.
* Ensuring effective communication during an incident

The purpose of this document is to assess alternatives and define the strategies that will be used to deliver the degree of business continuity that has been identified as being needed. These strategies are then formulated into more detailed business continuity procedures which set out what actions will be taken and by whom in the event that a major incident occurs.

This strategy is based on Business Continuity Management System AE/SCNS/NCEMA 7000:2021 under the following clause:

8.4 Business continuity strategies

8.4.1 Strategies identification

8.4.2 Evaluation and selection of strategies and resource requirements

8.4.3 Implementation of selected strategies

1. ***Scope***

This plan applies to National Ambulance staff and is lead by the XXXX team, BC team, and top management. The plan will ensure that the strategy is covering all critical aspects of BIA and Risk Assessment, and is documented, approved, and communicated.

1. ***Prioritized activities***

Business activities that are critical and have a moderate / high risk must be protected in order to ensure business continuity. These are set out in the following table together with a summary of the business impact of their disruption and their Recovery Time Objective (RTO).

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Activity** | **Impact of disruption** | **RTO** |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |
| 5 |  |  |  |

For more details on the activities, refer to the Business Impact Analysis document.

The remainder of this document looks at how various strategies could be used to provide Recovery Time Objectives (RTO) with consideration of the constraints of cost, time, and other resources.

1. ***Evaluation and selection of strategies***

All strategies must be pre-defined, their resources provided, and exercises and tests conducted to ensure their effectiveness during downtime.

The organization shall evaluate and select strategies based on the extent to which they:

* Enable prioritized activities to resume at agreed capacity within RTO.
* Align with the amount and type of risk that the organization may or may not take
* Deliver benefits at a manageable and reasonable cost

The table below sets out the alternative strategies.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Ref** | **Activity** | **RTO** | **Scenario** | **Capacity** | **Suggested strategies** |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
| 5 |  |  |  |  |  |
| 6 |  |  |  |  |  |
| 7 |  |  |  |  |  |
| 8 |  |  |  |  |  |
| 9 |  |  |  |  |  |

## 

1. ***Selected and approved strategies***

Based on the evaluation of alternative strategies, the following strategies are approved.

|  |  |  |  |
| --- | --- | --- | --- |
| **Strategy Name** | |  | |
| **Activity Protected** | |  | |
| **Scenario(s) Addressed** | |  | |
| **RTO** | |  | |
| **Summary of Strategy** | |  | |
| **Dependencies** | |  | |
| **Activity recovery description** | | | |
| How will the activity be stabilised initially through this strategy? | | | |
| **Resource Requirements** | | | |
| People | |  | |
| Information / Communication / Data | |  | |
| Buildings, work environment and associated utilities | |  | |
| Facilities / equipment / consumables | |  | |
| Systems | |  | |
| Transportation | |  | |
| Finance / Budget | |  | |
| Partners and Suppliers | |  | |
| Comments and Additional Information | |  | |