

MIM



MIM Business Continuity Plan

1. **Work Place Incident** (a floor, fire, building collapse- any incident that prevents you from using the place you work)
2. **Infrastructure Incident** (loss of computer, telephone system, data, internet access, power)
3. **Staff Incident** (loss of member(s) of staff from family emergency, injury, etc- can be temporary or permanent)
4. **Programme delivery** (ensuring delivery of programmes)

PART ONE: Initial response. E.g. in a Work Place Incident:

Action	Details	Responsible Person
Evacuate the Building	Ensure all staff are out of the building and in a safe area	Creative Director/MD
Call emergency services	If required call 999	Head of Production
Record details of injuries sustained	If any staff is injured, record their injuries and ensure they are receiving the help they need	Producers/managers

Assess Impact	Meet with the team to assess the impact of the event and plan for the immediate future	Creative Director/MD
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PART TWO: Short term continuity plan. E.g. in an Infrastructure Incident:

Critical Activity	Details	Responsible Person
Phones	Staff to use personal mobiles; contact telephone provider to forward office lines until the problems fixed	MD to contact Phone provider
Internet	Staff to work from home, if unable rent office space elsewhere until fixed	Head of Production to contact Service provider
Mains Power	Staff to work from home, if unable rent office space elsewhere until fixed	Head of Production to contact Service provider.

PART THREE- Recovery Phase– For Example, in a Staff Incident:

Action	Details	Responsible Person
Respond to any long-term staff support needs	Dependent on the situation ensure that the staff member is treated in the best possible way allowing them to return to work when able.	MD/Producer/Head of Dept

Temporarily replace internally or externally the missing staff member to take over duties	Assess if current staff can take on other responsibilities and support whoever takes on the role.	MD/Head of Production
Review this continuity plan based on the experiences you have just had, constantly improving it.	Implement recommendations and gaps in the plan- ensure this new plan is accessible to all staff.	MD/Head of Production

PART FOUR- Programme Delivery (in all crisis)

Action	Details	Responsible Person
Respond to any short term/long term production needs	Dependent on the situation make sure key team members and the broadcaster are aware of possible issues, ensure measures are in place to make sure production runs smoothly regardless of outside issues	MD/Producer/Head of Dept
Enact back up production procedures	Implement MIM back up production procedures (support staff) to ensure all programmes are delivered regardless of incapacity of main team. In the event of a death revert to the most senior figure in the company.	MD/Head of Production

In case of emergencies, an inventory of:

recording equipment, computer equipment, software, staff personnel and contact details, workplace contact details, insurance, details of internet, power, phone providers, recovery locations.

Essential records are available to all staff at the MIM main office and MIM production office, and via the company intranet.