BINA PATHWAYS

Business continuity and service disruption

BP-PUB-18-20261106-v1 | Owner: Directors and duty coordinator | Review by 6 November 2027 or earlier on material change

Priorities

Protect people and essential communication first, then accepted assignments, time records and payroll. The hirer remains responsible for safe service staffing. We do not disguise an unfilled shift, promise an unchecked replacement or abandon an existing shift for debt collection.

Operational response

Maintain an accessible secure rota, actual duty person and cover hours, backup contacts, manual timesheets and incident forms. If the system or email fails, telephone the host and worker as appropriate, record the original time and author and reconcile later without overwriting accepted history.

Payroll and credit

Staff Friday payday remains separate from client month-end receipts. Finance forecasts wages and statutory costs, records client credit limits and available funds and escalates shortfalls before further bookings. Missing client approval or non-payment does not remove earned wage entitlement.

Recovery and suppliers

Record backup locations, access authority, supplier escalation, encryption and restore steps. Remove exposed credentials and preserve evidence. Test restoration into a controlled environment; do not overwrite live records. Communicate material disruption, expected updates and safe alternatives to affected clients.

Exercises and learning

Test loss of a key manager, missed contact, booking outage, failed reminder, disputed timesheet and payroll interruption at least annually and after significant change. Record actual result, recovery time, data gap, owner and corrective evidence. A prepared plan is not proof that every recovery scenario passed.

Related controlled procedures: Governance manual section 13; Duty contact test record. Use Operational Action Guide BP-ACT-2026-11-06-v1 for the responsible person, action, deadline, escalation and record. Accessible copies: admin@binapathways.co.uk or 07337 541218.