

Business Continuity Plan



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Business Continuity Plan

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Emergency Notification Contacts

The HLMT Table below identifies Senior Management who will implement any Recovery or Disaster Plan.

Job titles have been included to identify which, if any persons need to be contacted at any time.

Hi-Level Management Team (HLMT)		
Name	Position	Mobile phone
Terry Sunter	Managing Director	07891 289 220
Lee Sunter	Director	07891 289 215
Kevin Stubbs	Director	07891 289 219
John Walker	HSE&Q Manager	07891 289 235

The SMT Table below identifies Site Managers who may need to be involved in any Recovery Plan (Especially if the Issues are Site Based)

Site Management Team (SMT)		
Name	Position	Mobile phone
Michael Ayre	Site Manager	07891 289 224
Jim Wilkinson	Site Manager	07891 289 211
Paul Daglish	Site Manager	07891 289 232
Gordon Hedley	Site Manager	07891 289 228
Joe Thirlaway	Site Manager	07891 289 231

Business Continuity Plan

Plan Summary

Purpose

The purpose of this business continuity plan is to prepare Sunter Limited in the event of extended service outages caused by factors beyond our control (e.g., natural disasters, man-made events), and to restore services to the widest extent possible in a minimum time frame.

Sunter Limited sites are expected to implement preventive measures whenever possible to minimise operational disruptions and to recover as rapidly as possible when an incident occurs. The plan identifies vulnerabilities and recommends necessary measures to prevent extended voice communications service outages. It is a plan that encompasses all Sunter Limited system sites and operations facilities.

Scope

The scope of this plan is limited to Sunter Limited This is a business continuity plan, not a daily problem resolution procedures document.

Plan objectives

- Serves as a guide for the Sunter Limited recovery teams.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- Identifies alternate sources for supplies, resources and locations.
- Documents storage, safeguarding and retrieval procedures for vital records.

Assumptions

- Key people (team leaders or alternates) will be available following a disaster.
- A national disaster such as nuclear war is beyond the scope of this plan.
- This document and all vital records are stored in a secure off-site location and not only survive the disaster but are accessible immediately following the disaster.
- Each support organisation will have its own plan consisting of unique recovery procedures, critical resource information and procedures.

Disaster definition

Any loss of utility service (power, water), connectivity (system sites), or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in the service provided by Sunter Limited operations. The plan identifies vulnerabilities and recommends measures to prevent extended service outages.

Recovery teams

- Hi-Level Management Recovery Team (HLMT) is identified on page 1
- Site Management Recovery Team (SMT) is identified on page 1

Team member responsibilities

- Each team member will be available (so far as is reasonably practicable) at all times.
- All of the members should keep an updated calling list of their work team members' work, home, and cell phone numbers both at home and at work.
- All team members should keep this plan for reference at home in case the disaster happens after normal work hours. All team members should familiarize themselves with the contents of this plan.

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Instructions for Invoking the Business Continuity Plan

Invoking the plan

This plan becomes effective when a disaster occurs. Normal problem management procedures will initiate the plan, and remain in effect until operations are resumed at the original location or a replacement location and control is returned to the appropriate functional management.

Disaster declaration

The HLMT is responsible for declaring a disaster and activating the various recovery strategies as outlined in this plan.

External communications

Corporate public relations personnel are designated as the principal contacts with the media (radio, television, and print), regulatory agency, government agencies, and other external organizations following a formal disaster declaration.

Emergency Management Standards

Data Backup & Internet Management

All information stored for business use is backed up on a physical server located at Sunter Limited Head Office.

It is also backed up to a Cloud Based Server that is managed by:

Save 9 Ltd
1A Newchase Court
Hopper Hill Road
Scarborough
YO11 3YS

Contact Details:

Point of Contact: Support Team

Email: info@save9.com

If any critical IT issues arise, Senior Management can access all data via the Cloud Based Server. This is only accessible via a secure log-in which is restricted to:

- Terry Sunter
- Lee Sunter
- Kevin Stubbs
- John Walker

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In the event of a network services provider outage and/or prolonged Internet outage:

In the event of a network service provider outage, the guidelines and procedures in this section are to be followed.

Procedure

STEP	ACTION
1	Notify Hi-Level management Determine cause of outage and timeframe for its recovery.
2	Contact external IT Provider and follow instructions given

Additional Temporary Internet Re-Connection

Contact Lee Sunter who can switch the internet to a temporary connection via a sim activated router. This allows the reconnection of the internet until normal methods are back on-line.

In the event of a fire

If fire or smoke is present in the facility, evaluate the situation, determine the severity, categorise the fire as major or minor and take the appropriate action as defined in this section. Call 999 as soon as possible if the situation warrants it.

- Personnel are to attempt to extinguish minor fires (e.g., single hardware component or paper fires) using hand-held fire extinguishers located throughout the facility. Any other fire or smoke situation will be handled by the fire brigade.
- In the event of a major fire, call 999 and immediately evacuate the area.
- In the event of any emergency situation, personal safety is the major concern.
- In the event of a major catastrophe affecting the facility, immediately notify hi-level management.

Procedure

STEP	ACTION
1	Dial 9 for an outside line, then 999 to contact the fire brigade.
2	Immediately notify all other personnel in the facility of the situation and evacuate the area.
3	Alert emergency personnel: (if situation is at head office on extension numbers): <ul style="list-style-type: none">• Terry: 224• Lee: 226• Kevin: 228• John: 223 Provide them with your name, extension where you can be reached, building and room number, and the nature of the emergency. Follow all instructions given.
4	Alert the HLMT. If after hours: Use contact details as identified on page 1
5	All personnel evacuating the facilities will meet at their assigned outside location (assembly point) and follow instructions given by the designed authority. Under no circumstances may any personnel leave without the consent of supervision.

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In the event of a flood or water damage

In the event of a flood or broken water pipe within Head Office and/or Store Facility, the guidelines and procedures in this section are to be followed.

STEP	ACTION
1	Isolate water supply if possible.
2	Contact the HLMT and follow instructions

Vehicles & Plant

Vehicles

The majority of vehicles are kept off-site overnight at employee's home addresses, in the event of a fire at Head Office, the majority of vehicles would not be affected. Some vehicles may be parked up at Head office and if so will be evaluated.

Vehicle usage will not be effected wide scale by any type of disaster and/or incident.

Plant & Small Tools

The majority of plant and small tools owned by the company are kept off-site overnight. Again, as with the vehicles, the event of a fire or other disaster at Head Office will not cause wide scale issues with regards to plant and small tools.

Contact Suppliers

Once a disaster is declared, the plan is implemented. The HLMT will designate duties to personnel to inform suppliers (if required) about the replacement of lost / damaged goods.

This will be required to ensure a continuity of work on site, meeting both Client expectations and providing work for the company employees.

Contact Employees / Sub-Contractors

Again, once a disaster has been declared, employees and contractors are to be made aware of the situation.

The HSE&Q Manager has a list of employee details (contact numbers etc). This is backed up externally on his HDD.

Secure funding for relocation

Make arrangements in advance with suitable backup location resources.

Make arrangements in advance with local banks, credit card companies, hotels, office suppliers, food suppliers and others for emergency support.

Alternative Premises

Sunter Limited has one base, this is the hub of all operations, certain elements of the business can be managed from outside the premises, however, if the premises was severely damaged or destroyed, the effects on the business would be catastrophic. No alternative premises is available at present. Alternatives should be looked into to cover all eventualities. At a minimum, office facilities should be available for the core management team.

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COVID 19 Implementation

Following the government enforced lockdown of the country and the impact on the company and its operations, Sunter Limited has added this section to minimise the impact of any return to lockdown or other enforced.

If lockdown measures are announced, the following measures will be implemented:

- Senior Management will contact Site Managers about the impact
- Site Managers will contact employees to pass on information.
- Safety critical and welfare critical works will be completed to a safe standard before fully locking down the company.
- Senior management will introduce bespoke measures to ensure the premises (including IT etc) and vehicles are safe.

Employee Information

- Senior Management will keep in contact with employees via the email group in place.
- Sunter Limited Website will keep employees up to date with the current situation
- All employees are required to keep abreast with current information been given by the Government.
- After any easing of restrictions, Sunter Limited will carry out a review of what control measures are in place and amend to suit.

Severe Weather – Continuity of Service (Head Office & Site Operations)

The objectives of the section of the Business Continuity Plan are to determine the most appropriate methods of continuing service provision to clients in the event of severe or prolonged inclement weather.

Categories to consider:

- **Head Office:** Continuation of Head Office operations can be in-part carried out via the secure IT Cloud Based Computer System. This allows for key staff to operate and effectively manage site-based activities.
- **Site Activities:** Site activities will be bespoke and dependent on the nature of the weather phenomenon. All staff currently meet at Head office prior to leaving for site. Where applicable and to ease any issues in travelling to site.
In severe weather conditions, staff can travel directly to work from home. (All staff doing this are required to telephone the Site Manager to inform that they are effectively at work).
- **Absenteeism:** All staff are to make a concerted effort to safely travel to work in severe weather. Where they deem it is unsafe or have any issues that means they cannot attend work (school closures, emergency situations). They must inform Head Office as soon as possible so that alternative plans for labour etc can be implemented).
- **Vehicles & Transport:** All vehicles are a part of a planned and preventative maintenance system. This ensures optimal performance of vehicles under normal conditions.
Where road conditions become unsafe, Sunter Limited will not require staff to drive in conditions that are unsafe and/or likely to create an unsafe physical and/or mental distress and/or fatigue due to the conditions.
In the event of breakdown in severe weather, we have in place a contract with a local garage for maintenance and recovery of vehicles.
Additional vehicle sharing will come into effect to minimize the amount of vehicle on the road in severe weather, this minimizes the chance of breakdowns and/or accidents

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- **Suppliers / Manufacturers:** To mitigate the supply of materials from suppliers. Sunter Limited hold a stock of the majority of materials used. This allows a grace period to allow for supplies to be replenished. Where suppliers / manufactures cannot supply materials, Sunter Limited will endeavour to collect materials. If due to the severity of the weather, this is not achievable. Programmes will be amended to continue work on site. Where this is not possible, programme disruption will be minimised as far as is reasonably practicable.
- **Customers / Clients Safety-Welfare:** When work can take place in inclement and/or severe weather, the priority is the health, safety and welfare of customers, visitors, members of the public and customers property and belongings.
If work activity creates a risk to the health, safety and/or welfare of persons or the security or safety of property / belongings, Site Managers are to be contacted so an on-site assessment of the works can be carried out.

Monitoring of the Weather

The continual monitoring of the weather by Project Managers, Site Managers and the H&S Manager is to be carried out and works planned accordingly.

Where weather is unforeseen and or more severe than forecast, decisions are to be made by Project Managers on how to safely carry out all work activities including travel to and from the site and the safety of staff, customers and the public.

Plan Review & Maintenance

This plan must be reviewed annually.

The hard-copy version of the plan will be stored in a common location where it can be viewed by site personnel and the HLMT and SMT.

Electronic versions will be available via Sunter Limited, each member of the HLMT & SMT will be emailed an electronic copy.

Notification Procedure

Notification of incident affecting the site

On-duty personnel responsibilities

If in-hours:

Upon observation or notification of a potentially serious situation during working hours at a site, ensure that personnel on site have enacted standard emergency and evacuation procedures if appropriate and notify the HLMT.

If outside hours:

Any persons being aware of a potential issue should contact the HLMT.

Provide status to HLMT

Contact HLMT and provide the following information when any of the following conditions exist:
(See Page 1 for contact list.)

- Breakdown of IT System.
- Fire
- Flood
- Electrical System Failure

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- Alarm System Failure
- Any problem at any system or location that would cause the above condition to be present or there is certain indication that the above condition is about to occur.

Provide the following information:

- Location of disaster
- Type of disaster (e.g, fire, flood)
- Summarize the damage (e.g., minimal, heavy, total destruction)
- Meeting location that is a safe distance from the disaster scene
- An estimated timeframe of when a damage assessment group can enter the facility (if possible)

The HLMT will contact the respective SMT member and report that a disaster has taken place.

Decide Course of Action

Based on the information obtained, HLMT & SMT need to decide how to respond to the event: mobilise IT, repair/rebuild existing site with location staff, or relocate to a new facility.

Inform team members of decision

If a disaster is not declared, the location response team will continue to address and manage the situation through its resolution and provide periodic status updates to the \HLMT.

If a disaster is declared, the HLMT will notify the relevant persons and authorities, consultant immediately to implement an action plan.

Declare a disaster if the situation is not likely to be resolved within predefined time frames. The person who is authorised to declare a disaster must also have at least one backup person who is also authorised to declare a disaster in the event the primary person is unavailable.

Operations recovered

Assuming all relevant operations have been recovered to an alternate site, and employees are in place to support operations, the company can declare that it is functioning in a normal manner at the recovery location.

Ensure that:

- Employees & contractors are contacted to keep them fully apprised of the recovery
- Contact Clients to inform them of the recovery
- Contact suppliers to inform them of the recovery
- Contact media (if applicable) to give assurances of Sunter Limited status and ongoing commitment to carrying out a professional business.