



Showpiece Design Limited, Tithe Barn Home Farm, Sulham Lane, Pangbourne, Berkshire, RG8 8DT

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## BUSINESS CONTINUITY POLICY STATEMENT

### Introduction

Business Continuity Planning is an essential business practice which sets in place processes and protocols which acknowledge and assess the key threats, vulnerabilities and risks to an organisation's viability in the event of disaster.

Through a process of Business Impact Analysis, risks can be identified, minimised and mitigated to ensure minimal disruption to the continuity of service being delivered.

### Objectives

The objectives of Business Continuity Planning are as follows:

- To identify critical processes within the day to day operation of the company and its services;
- To establish viable arrangements and protocols to ensure the continuation of services to business- critical groups;
- To identify both internal and external impact areas and establish possible means of mitigation;
- To establish an operating structure to oversee the effective response to disaster regardless of location;
- To prioritise business recovery areas;
- To develop a process of monitoring, testing and review of standard continuity protocols in place;
- Identify possible external sources of assistance

### Business Continuity Management

The business continuity plan is managed and implemented through a tiered management structure relevant to the severity and nature of the incident. For example, if an incident should occur, the first tier of continuity management would be dealt with by the Site Manager.

If the incident cannot be dealt with at this level, business continuity would be escalated to the Contract Manager and subsequently Director Level.

Through our commitment to local employment, Business Continuity Plans can be activated at local level through a specially appointed Business Continuity Team. As such, responsible personnel are perfectly placed to activate and manage continuity protocols locally from the

frontline liaising with all staff, client representatives and relevant external authorities and agencies.

In the event Contract Management support is required, the company will affect the re-deployment of management personnel from elsewhere within the organisation.

In addition to operational re-deployment, additional expertise in relation to compliance, development and support services may be called upon to assist disaster recovery.

These company services include:

- IT
- Human Resources
- Fleet Management
- Health and Safety
- Environmental
- Quality
- Communications
- Administration – both locally and centrally

### Staff Welfare

In the event of a major disaster or incident, the health and safety of all staff and personnel is paramount. Minimising all risks to all personnel is a fundamental priority for the company and local management.

In the aftermath of any incident, all staff are accounted for. Any personnel unaccounted for would raise an immediate alert to senior management and relevant emergency authorities. Should any personnel require urgent medical assistance, the responsible manager would ensure that this is carried out maintaining liaison with both HR and Health and Safety personnel.

## Major Peacetime Emergencies

In the event of a peacetime emergency such as major air, rail, road or natural disaster or where armed force intervention is mobilised and contracted services are temporarily suspended, the following protocols will be initiated where necessary.

- All members of the business continuity team to be informed
- Business Continuity Team to initiate Business Continuity Management Plan as detailed above
- All resources to be made available for emergency service intervention
- Participation in any emergency procedure as directed by emergency services, client or company board
- Allow voluntary organisations and similar bodies to utilise locations, depots and facilities as necessary
- Actively participate with such organisations
- Post incident – initiate recovery plan

## Business Continuity for ICT systems

We use a server system to maintain a recovery point of all ICT systems and databases in the event of system failure. In the event of an incident that prevented staff from travelling to their place of work, they would have the means to access the server and live emails to continue business operation.

All IT hardware used is covered under manufacturer's warranty and support. The company also utilises outsourced IT support provision which is available 24 hours a day and provide, assistance should it be necessary.

Should local contract staff be unable to work from their usual offices, they will be temporarily relocated to an alternative viable location.

## Business Continuity for Plant and Vehicles

Where disasters such as flood warnings have been received, perishable goods, plant and similar inventory shall be re-located. Insurers and other interested parties shall be advised so that appropriate action may be taken.

We are committed to providing a seamless, efficient service. The company will always ensure that it maintains the robust procedures in place necessary to deliver its commitments to our customers.

**Signature:** \_\_\_\_\_ **Date:** 24<sup>th</sup> January 2017

**Name:** Deanne White **Position:** Director

### Version Control

Issue	Description	Change Date	Made By	Approved	Approval date
1.0	Policy Statement			Yes	24/01/2017
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