



## **BUSINESS CONTINUITY MANAGEMENT POLICY**

The purpose of this plan is to prepare Roshal Space Consultants Ltd in the event of a disaster or extended service outages caused by factors beyond our control and to restore services to the widest extent possible in a minimum time frame.

The objective of this plan is to ensure that the business is able to ultimately maintain a good level of service for our customers and to protect our employees.

It also acts to:

- Serves as a guide for those implementing our business continuity plan
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery.

If a disaster occurs the members of our team tasked with enacting this plan are:

- Robert Watson (CEO)
- Craig Parsons (Managing Director)
- Felicity Watson (Director)

### **A DISRUPTIVE INCIDENT**

Common cause of Disruption include:

- Natural Disasters: Weather: wind, rain, snow etc
- Manmade Threats: Fire, Cyber Attacks, Technology Loss, Data Breach, Workplace Violence
- Threats to Personnel: Pandemics/other events leading to high absenteeism
- Loss of Key Suppliers: Inability to receive products or services from key Partners

### **COMMUNICATION**

- In the case of a disruptive incident the Managing Director should be notified immediately. If they are unavailable, report to a Director/ member of the senior management team.
- The primary communication will be via telephone to all employees
- All instruction to come from the senior management team



- Until the extent of the disaster is fully understood no communication with suppliers or customers should be made with ref to the incident.
- If leaving head office, any equipment already logged to that employee can be taken offsite (ie. laptops) in case working from home is required. Any other equipment to be authorised by a Director and logged before being taken offsite.
- Any hard drives and backups to be removed from the head office by the authorised person who is normally responsible for this or another providing they have a Directors authorisation to do so.

The below sets out scenarios of a disaster

### **SCENARIO I: PREMISE'S INCIDENT**

Step 1: Evacuation of premises & safeguarding of staff

In office hours

<b>ACTION</b>	<b>DETAILS</b>	<b>RESPONSIBLE PERSON(S)</b>
1. Evacuate the building	Follow normal fire drill procedure	Graham Sutton: Estates Manager & Fire Marshall
2. Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated	Graham Sutton: Estates Manager & Fire Marshall Julie Gaskell: Fire Marshall Gareth Smith: Health & Safety Manager
3. Verify if incident is real	If false alarm, resume business as normal	Graham Sutton: Estates Manager & Fire Marshall
4. Call emergency services	999 / 112	Any employees
5. Record details of any injuries sustained in the incident	Use injury form available on staff intranet	Graham Sutton: Estates Manager & Fire Marshall Julie Gaskell: Fire Marshall
6. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Any employees
7. Assess impact	Senior team meet to assess the	Robert Watson, CEO



	scale of the incident & decide next steps	Craig Parsons, Managing Director Felicity Watson, Director
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Outside office hours

<b>ACTION</b>	<b>DETAILS</b>	<b>RESPONSIBLE PERSON(S)</b>
1. First person on-site to notify manager	Do not enter the building	All staff
2. Call emergency services	999 / 112	All staff
3. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	All staff
4. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director Graham Sutton: Estates Manager & Fire Marshall Gareth Smith: Health & Safety Manager

Step 2: Business continuity

<b>CRITICAL ACTIVITY</b>	<b>DETAILS</b>	<b>RESPONSIBLE PERSON(S)</b>
Phones	Staff to use work/personal mobile phones or virtual calling (Teams/Zoom).	Felicity Watson, Director Stacey Hall, Business Executive
Internet	Staff to use home/co-working internet connection or relocate to other Roshal office space.	Speak to Adrian Ayre if needed for internet/access requirements. 07774 136059
Inform insurance company	Contact details: Maxine Warren	Craig Parsons, Managing Director Felicity Watson, Director



	Abaco Insurance Brokers Ltd 0116 281 5960 07545 659255 maxine.warren@abacoinsurance.co.uk	
Post redirection	Royal Mail	Felicity Watson, Director Stacey Hall, Business Executive
Inform	If disruption is expected, inform customers, suppliers, sub-contractors via email/telephone	Communication to be written/approved by : Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director  All employees to communicate to various stakeholders approved statements/communication.

**SCENARIO 2: INFRASTRUCTURE INCIDENT**

An infrastructure incident can include the loss of computer / telephony systems, internet access, or power.

The actions below are an example of how this incident could be handled.

Step 1: Understand the extent of the loss

<b>INFRASTRUCTURE</b>	<b>DETAILS</b>	<b>RESPONSIBLE PERSON(S)</b>
Phones	Contact phone provider to ascertain extent of outage. Contact details: BT: 0800 800150	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director
Internet	Contact internet provider to ascertain extent of outage. Contact details: BT: 0800 800150 Adrian Ayre: 07774 136059	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director



Server Loss	Contact Adrian Ayre: 07774 136059 or David Rice 07921 788 694 to ascertain extent the incident.	
Data Breach	Contact Senior Management IT Consultants: Contact Adrian Ayre: 07774 136059 or David Rice 07921 788 694 to ascertain extent the incident.	
Ransomware attack	Contact Director/Senior Management immediately Report to the police <b>Do not engage with attackers</b>	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director
Mains power	Contact power provider to ascertain extent of outage. Contact details: EON, Customer Service 0345 0550065, power cut freephone 105	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director

If outage is temporary, inform staff to stay put and await further instructions. If the outage is ongoing:

Step 2: Business continuity

<b>CRITICAL ACTIVITY</b>	<b>DETAILS</b>	<b>RESPONSIBLE PERSON(S)</b>
Phones	Staff to use work/personal mobile phones or virtual calling (Teams/Zoom).	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director
Internet	Staff to use home/co-working internet connection or relocate to other Roshal office space.	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director



Server Loss	Staff to continue to work on cloud based systems, files held on email/laptops/hardware devices until server/files are accessible.	All employees
Data Breach	Full investigation launched. Ensure all staff are aware of the implications of the data breach and lessons learnt are communicated	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director
Ransomware attack	Full investigation launched into IT security. IT consultant will issue a report based on findings and actions to ensure IT security moving forward. Ensure all passwords are amended regularly for all accounts	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director
Mains power	Staff to work from home/ other Roshal office space until power is restored.	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director
Inform insurance company (depending on the above) <i>ie. Power leads to loss of security cameras on site. Ransomware attack/IT compromised IT security</i>	Contact details: Maxine Warren Abaco Insurance Brokers Ltd 0116 281 5960 07545 659255 maxine.warren@abacoinsurance.co.uk	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director



**SCENARIO 3: STAFF INCIDENT**

A staff incident can include a sudden family emergency, injury or other event which renders a key member of staff suddenly unable to work.

The actions below are an example of how this incident could be handled.

Step 1: Ensure no service interruption

<b>CRITICAL ACTIVITY</b>	<b>DETAILS</b>	<b>RESPONSIBLE PERSON(S)</b>
1. Identify interchangeable staff	All members of staff should have team members who can perform their roles, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out business-critical activities	All staff
2. Understand current tasks	Line manager to establish and detail what employee was working on and to put a plan in place to continue the works with minimum disruption	Line manager
2. Assess extent of loss	Identify whether the affected staff member’s absence is likely to be temporary, longer-term, or permanent. Keep in mind this may be a difficult period for the staff member and / or their family.	Line manager
3. Software access	Cloud based – moving to cloud based software means that all staff have their own log into and therefore if needed files can be picked up and worked on via all employees own log ins. Server – if access for files is prohibited, contact IT consultant with the approval of a Director to access these files. IT Consultants: Contact Adrian Ayre: 07774 136059 or David Rice 07921 788 694	All staff Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director



If the staff loss is temporary, Roshal Space Consultants Ltd will support the member of staff who will be filling the gap until the absent member of staff returns. If the absence is long-term or permanent:

Step 2: Business continuity

<b>CRITICAL ACTIVITY</b>	<b>DETAILS</b>	<b>RESPONSIBLE PERSON(S)</b>
1. Recruit temporary or full-time replacement	Follow the standard recruitment procedure to find a full-time, part-time or fixed-term contract (as appropriate) replacement.	Line manager
2. Communication	If there is a permanent change in employees status/responsibilities this will be communicated formally both internally within the business and externally to any suppliers, customers or stakeholders that need to be aware.	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director

## RECOVERY PHASE

The purpose of the recovery phase is to resume normal working practises for the entire organisation. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

<b>ACTION</b>	<b>DETAILS</b>	<b>RESPONSIBLE PERSON(S)</b>
1. Agree and plan the actions required to enable recovery of normal working practises	Agreed actions will be detailed in an action plan and set against time scales with responsibility for completion clearly indicated.	Senior management and line managers
2. Respond to any long term support needs of staff	Depending on the nature of the incident, we may need to consider providing support services.	Senior management and line managers





3. Publicise that there is now 'business as usual'	Inform customers through normal channels that our business is operating as normal.	Senior management and line managers on approval of Robert Watson, CEO or Craig Parsons, Managing Director
4. Carry out a debrief of the incident and complete report to document opportunities for improvement and any lessons identified	This should be reviewed to ensure key actions resulting from the incident are implemented within designated time scales.	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director
5. Review this Continuity Plan in light of lessons learned from incident and the response to it	Implement recommendations for improvement and update this plan. Ensure a revised version of the plan is read by all members of staff.	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director

Signed:

A handwritten signature in black ink, appearing to be "CP", written over a light blue horizontal line.

Managing Director  
Craig Parsons  
Roshal Space Consultants Ltd

Date: 21st April 2022