



## 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)
- Ian Jacks (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 Director's authorisation to do so.

The below sets out scenarios of a disaster:

### SCENARIO 1: PREMISES INCIDENT

Step 1: Evacuation of premises & safeguarding of staff

In office hours

Action	Details	Responsible Person(s)
1. Evacuate the building	Follow normal fire drill procedure	Andrew Burbidge: Fire Marshall Callum Horvath Helen Hirst
2. Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated	Andrew Burbidge: Fire Marshall Callum Horvath Helen Hirst
3. Verify if incident is real	If false alarm, resume business as normal	Andrew Burbidge: Fire Marshall Callum Horvath Helen Hirst
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	Andrew Burbidge: Fire Marshall Callum Horvath Helen Hirst
6. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to	Any employees



	await further instructions	
7. 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 Ian Jacks, Director

Outside office hours

Action	Details	Responsible Person(s)
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 Ian Jacks, Director Andrew Burbidge: Fire Marshall Gareth Smith: Health & Safety Manager

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use work/personal mobile phones or virtual calling (Teams/Zoom).	Felicity Watson, Director Craig Parsons, MD
Internet	Staff to use home/co-working internet connection or relocate to other Roshal office space.	Speak to Felicity Watson /Craig Parsons for internet/access requirements. SIA – IT consultancy <ul style="list-style-type: none"> <li>• <a href="mailto:support@softwareintoaction.co.uk">support@softwareintoaction.co.uk</a></li> </ul>



		<ul style="list-style-type: none"> <li>0115 824 0000</li> </ul>
Inform insurance company	Contact details: Maxine Warren Albany Insurance Brokers 0116 216 8080 <a href="mailto:maxine.warren@albanybrokers.co.uk">maxine.warren@albanybrokers.co.uk</a>	Craig Parsons, Managing Director Felicity Watson, Director
Post redirection	Royal Mail	Felicity Watson, Director
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 Ian Jacks, 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

Infrastructure	Details	Responsible Person(s)
Phones	Contact phone provider to ascertain extent of outage. Contact details: BT: 0800 800150	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director Ian Jacks, Director
Internet	Contact internet provider to ascertain extent of outage. Contact details: BT: 0800 800150	Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director Ian Jacks, Director



		<p>SIA – IT consultancy</p> <ul style="list-style-type: none"> <li>• <a href="mailto:support@softwareintoaction.co.uk">support@softwareintoaction.co.uk</a></li> <li>• 0115 824 0000</li> </ul>
Data Breach	<p>Contact Senior Management Craig Parsons, Managing Director Felicity Watson, Director</p>	
Ransomware attack	<p>Contact Director/Senior Management immediately Report to the police <b>Do not engage with attackers</b></p>	<p>Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director Ian Jacks, Director SIA – IT consultancy</p> <ul style="list-style-type: none"> <li>• <a href="mailto:support@softwareintoaction.co.uk">support@softwareintoaction.co.uk</a></li> <li>• 0115 824 0000</li> </ul>
Mains power	<p>Contact power provider to ascertain extent of outage. Contact details: National Grid: <b>Call 105</b> This will connect to Distribution Network Operator (DNO) who maintains the power lines connecting homes &amp; business's.</p>	<p>Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director Ian Jacks, Director</p>

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

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use work/personal mobile phones or virtual calling (Teams/Zoom).	<p>Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director Ian Jacks, Director</p>
Internet	Staff to use home/co-working internet	Robert Watson, CEO



	connection or relocate to other Roshal office space.	Craig Parsons, Managing Director Felicity Watson, Director Ian Jacks, Director
Server Loss (MS365)	Staff to continue to work on cloud-based systems, files held on email/laptops/hardware devices until server/files are accessible.  SIA – IT consultancy. To help support and restore most up-to-date back ups <ul style="list-style-type: none"> <li>• <a href="mailto:support@softwareintoaction.co.uk">support@softwareintoaction.co.uk</a></li> <li>• 0115 824 0000</li> </ul>	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 Ian Jacks, 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 Ian Jacks, 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 Ian Jacks, Director
Inform insurance company (depending on the above)	Contact details: Maxine Warren Albany Insurance Brokers	Robert Watson, CEO Craig Parsons, Managing Director



<p>le. Power leads to loss of security cameras on site. Ransomware attack/IT compromised IT security</p>	<p>0116 216 8080 <a href="mailto:maxine.warren@albanybrokers.co.uk">maxine.warren@albanybrokers.co.uk</a></p>	<p>Felicity Watson, Director Ian Jacks, Director</p>
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**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.

Critical activity	Details	Responsible Person(s)
<p>1. Identify interchangeable staff</p>	<p>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</p>	<p>All staff</p>
<p>2. Understand current tasks</p>	<p>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</p>	<p>Line Manager</p>
<p>2. Assess extent of loss</p>	<p>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.</p>	<p>Line Manager</p>
<p>3. Software access</p>	<p>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.</p>	<p>All staff Robert Watson, CEO Craig Parsons, Managing Director Felicity Watson, Director Ian Jacks, Director</p>



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

Critical activity	Details	Responsible Person(s)
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 employee 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.

Action	Details	Responsible Person(s)
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 grey horizontal line.

Managing Director  
Craig Parsons  
Roshal Space Consultants Ltd

Date: 16<sup>th</sup> June 2026