

12.1 Business Continuity Policy & Plan

We are committed to providing the best possible services to our customers and the best possible relationships with our employees and suppliers to ensure that all company business activities can be kept at normal or near-normal performance following an incident that has the potential to disrupt or destroy the company.

We recognise the importance of an active and fully supported policy and plan to ensure the safety, health, and continued availability of employment of our employees and the production and delivery of a quality service for clients and other stakeholders. We require the commitment and support of every employee in support of the activities required to protect the company assets and survivability.

To ensure the consistent availability and delivery of our services, we have developed the following business continuity policy and plan to ensure our overall business survivability. The scope of this policy applies to the company as whole and all employees are required to ensure that document back up and system controls are maintained at all times, if any concerns, report must be made to the IT management immediately.

We like any other company, are exposed to potential risks that could disrupt or destroy critical business functions and/or the delivery of our goods and services. Our strategy for continuing business in the event of an incident is to ensure the safety and security of all employees; and to continue critical business functions and delivery of services from predefined alternative sites. If any incident occurs, that restricts access to the main head office, alternative locations have been identified as working from home office locations, with access to the company remote server to ensure existing records and documentation can continue to be accessed and daily works can proceed. All management are equipped with laptop and tablet facilities to enable remote location working to maintain receipt of email and electronic database requirements. All management are equipped with mobile phone handsets, which would ensure receipt of phone calls would continue to be maintained and any disruption to office phone will be diverted to the Office Administrator.

All IT undertakings are backed up continuously to our remote server, managed by our external IT consultant, where it can be accessed from a remote location, if required, to maintain access to company records, documents, training certificates, plant certificates, job files, as all documents are scanned in for electronic as well as paper storage.


The Information Technology (IT) management are responsible for the recovery plans to ensure that any damage or disruptions to critical assets can be quickly minimised and that these assets can be restored to normal or near-normal operation as quickly as possible.

To ensure business functions are maintained any requirements for holiday must be requested via the Office Administrator to ensure that cover can be arranged. The company directors ensure that only one of them is away from the company undertakings at any one time to ensure that senior decision makings can always be maintained.

If any employee is sick, they are required to report into the office as soon as possible so that cover can be arranged. If management are disposed from their office duties due to illness, then the Office Administrator will check the main email inbox for that manager, to monitor any urgent emails that may need immediate attention.

The person with the overall responsibility for the implementation of this policy rests with the Managing Director, who in turn expects all levels of management to apply to this policy and plan. Failure to comply with this policy within the allotted time for resolution may result in verbal reprimands, notes in personnel files, termination and other remedies as deemed appropriate.

Any deviations from this policy must be approved by the Managing Director after consultation with all levels of management. This policy and plan will be reviewed at least annually to ensure that it remains up to date and relevant to the company undertakings.

Signed: 
Mr. Bradley Rees, Managing Director

Date: 1st July 2020