

Business Continuity Plan

Introduction

The Directors of Turnell and Odell have considered various scenarios that could impact the company's ability to deliver products to their customers and have prepared this plan to minimise the impact of the following scenarios:

1. IT and Data Communications Services Failure
2. Utility Failure
3. Building Loss
4. Spread of infectious disease
5. Civil Disobedience

Scope

The scope of the business continuity plan is based on the above scenarios and the company's plans to deal with them are detailed in the following paragraphs.

IT – Computers & Minimisation of Risk from Cyber Attack

Whenever practicable, the company's key data is stored on computers and consequently we have devised a strategy to minimise the impact of any damage to the company's IT capability'

Hardware and Network

The company has set up an internal network comprising of PC's and lap top computers which can operate independently as well as linking centrally to a central pc that stores the company core data. This gives the benefit of having one central facility supported by lap tops with key sales, production and technical data which can be quickly removed and used off site. The data from the core computer is backed up at the end of each dayshift and stored off site overnight. The Managing Director is the "Administrator" for this system and each employee is only given access to the directories they need to carry out their job.

Software

The key threat to the company's software is from software viruses and the company addresses this by using only proprietary, licensed software and by making sure that each computer has appropriate firewall and anti-virus software and that these are regularly updated.

Critical Paper Records

The company makes every effort to minimise reliance on paper records. However, when paper records need to be retained the company endeavours to keep these in lockable metal cabinets.

Communications

The company needs to have the ability to communicate with customers and has devised a communication strategy to ensure that communication can be maintained in the event of building loss or the failure of the communications provider. The main office has various independent lines and each one is capable of providing the company's communication requirements. Each of the company's managers and directors has a mobile phone and these can provide a means of communicating, emails and accessing the internet until the main communication capability can be re-instated.

Turnell & Odell also has the ability to switch its calls to its sister companies Crompton Controls and Crompton Mouldings. These companies have trained staff who are familiar with Turnell and Odell and can handle customer communications. Each company has a separate communication provider so that the organisation is not impacted by the failure of any one provider.

Utility Failure

Turnell & Odell Ltd uses electricity, gas and water in its operations and the availability of electricity is essential for its production process. Consequently, the company has comprehensive commercial contract arrangements with its utility providers with guarantees that services will be re- instated within 48 hours.

Building Loss

If the building was lost due to a major fire or explosion the company recognises it could take a considerable period to reinstate the business in the same location. The company has considered what could be done if the manufacturing facility was lost. Planning on how to react to damage to the building is of course influenced by the degree of damage. However, the company maintains reciprocal strategic partnerships with a number of similar companies in the area and uses these companies to assist with peaks in our workload. These companies are experienced in our work types and quality requirements and therefore would be able to complete critical key projects while the T&O building was being reinstated.

The company has comprehensive building insurance including business interruption insurance and are also aware of the availability of other buildings in the local area with appropriate utilities that could be leased. The company monitor the market for machining equipment and estimate that it would take a minimum of two months to procure and install new equipment. The building and the equipment are fully insured.

The company has taken the steps outlined in the previous section on IT - Computers to ensure that all engineering and production data is available elsewhere in the event of the loss of the main building.

Infectious Diseases

Microscopic living microbes cause disease and we know that most microbes enter through openings in the body – nose, mouth, ears and cuts. Consequently, we have a programme to emphasise the importance of minimising the opportunities for microbes to transmit – use of gloves, hand washing, treating and covering cuts.

The most common infectious disease we encounter is influenza and we try to minimise the risk of this by encouraging employees to have an annual 'flu jab'. In respect of other transmittable infections such as mumps and measles the company will follow any guidelines issued by the Ministry of Health.

Civil Disobedience

In the unlikely event of civil disobedience in the area the Managing Director will take a view on the severity of the issue, its precise location and the likely threat to employees and the T&O facility. If necessary the Managing Director will evacuate the building until clearance to return is given by the appropriate authority.

Authority

Any recovery action required by this plan will be authorised by the Managing Director and communicated to customers by a director or the Sales Manager.

A handwritten signature in blue ink, appearing to read 'Kevin Rees'.

Kevin Rees
Managing Director

March 2020