

## **BUSINESS CONTINUITY PLAN**

Control Centre Solutions Ltd is committed to providing a quality service in a manner that ensures a safe and healthy workplace for our workers and clients, and minimises our potential impact on the environment. We are committed to fulfilling our obligations with our project stakeholders and have put this plan in place to ensure business continuity and our services to our clients.

### **Purpose and Scope of this Plan**

Unplanned events can have a devastating effect on any business. It is essential for the purposes of continuity, and to uphold our ability to maintain our promises and deliver our client expectations, that we plan and make allowances for events which may be out of our direct control.

The possible crisis factors which could affect our business, are listed below:

- Natural disasters
- Terrorist attacks
- War
- Infrastructure failures
- Unintentional or malicious data corruption
- IT and Communications Services Failure
- Utility Failure
- Building Access Restrictions and Building Loss
- Loss or Illness of key staff
- Outbreak of Disease or Infection
- Fire to Premises
- Fuel Shortage
- Power Cut
- Theft and/ or vandalism of company property

### **Authority of this Plan**

Scott Hughes (Director/ Operations Manager) takes full authority of this plan in the event of emergency. The plan covers all Control Centre Solutions Ltd workers, and will be followed comprehensively.

### **Objectives of this Plan**

Our business continuity plan has been formulated with careful consideration, to allow our company to continue its day to day operations and meet the demands of our clients in any event of emergency.

### **Activation of this Plan**

The contents of this plan will be put into practice in the event of any deviation from normal activity in any area. The plan will be activated by Scott Hughes.

### **1. Natural Disasters/ Terrorist Attacks/ War/ Infrastructure Failures**

In the event of a Natural disaster, terrorist attack or infrastructure failure the Director/ Operations Manager, Scott Hughes would assess the situation and contact staff via mobile phone and direct the action to be taken depending on the event.

Communications would also be made with stakeholders and our means of continuation of our services would be explained.

### **2. IT and Communications Services Failure/ Unintentional or Malicious Data Corruption**

Our IT consultants, provide us with both pro-active and re-active protection of our IT systems and processes under a standard maintenance agreement. All of our IT is externally backed up and this information is held confidentially and can be restored by IT providers.

Our IT systems are covered by anti-virus and anti-spam software managed by our IT provider.

Due to the comprehensive protection provided by our IT consultants, we would not expect any major disruption to our ability to communicate and record data which is relevant to our dealings with clients. Any breakdown in these comprehensive recovery and protection systems would be of a short duration (less than 24hrs) with all client data stored in a secure location. Other forms of communication will be used should urgent and essential dealings be required during this time.

If our mobile or other telephone communications were to fail our procedure would be for our staff to report to our offices/ our Director/ Operations Manager's private home. On sites Bluetooth radios are used for communications.

### **3. Building Access Restrictions and Building Loss/ Utility Failure**

There is the possibility, that access to the building may be restricted due to adverse weather conditions such as snow and ice. It may also be the case that the use of our office is not possible due to utility failure or fire.

In the event that the premises from which we would normally undertake our business operations are unavailable, we have the capacity to operate from the private home of the Director/ Operations Manager, Scott Hughes. Storage facilities are available on the premises, including a home office with remote access to the company's servers and data and capacity for the use of key staff.

If long term damage was sustained to our office then temporary accommodation would then be used until the premises are restored or other premises provided.

In the event of a power failure to our offices then a generator would be used for a temporary power supply.

#### **4. Loss or Illness of Key Staff**

In the event that one of our key staff becomes long term ill, ceases to work for the company, is involved in a fatal accident or passes away from natural causes, the company will be able to continue and fulfil its contractual obligations.

The Director/ Operations Manager, Scott Hughes would provide cover until a suitable replacement was organised. In the interim agency staff would be considered depending on the position of the key personnel and in the longer term a suitable permanent replacement would be found.

#### **5. Outbreak of Disease and/ or Infection**

If there were to be an outbreak of a disease or serious infection, our Site Supervisor is able to request that an employee leaves the workplace (if showing serious and obvious symptoms and refusing to leave work), if subjectively they feel, it is for the good of the individual, and the greater good of all employees.

In the event that multiple employees are struck down by a serious disease or infection at any one time, the company has the ability to continue to provide its services. Numerous employees have shown willingness to work additional hours (more than 48 hours per week, agreement is in writing). Temporary/ agency workers may also be used if the situation dictates.

#### **6. Fuel Shortage**

Disruption to our fuel supply could occur for a number of reasons:

- Scarcity of supply
- Technical problems with the fuel infrastructure
- Industrial action/ public protest

In the event of any of the above, the situation could be worsened by panic buying. A worst case scenario is that petrol stations and commercial supplies could be exhausted within 48 hours of an incident, and it could take up to 10 days before stock levels are fully restored.

If a fuel shortage occurs, we shall be able to fulfil our contractual obligations, through adherence to the following measures:

- Reduction of our organisations dependency on fuel
- Vehicle sharing will be encouraged and used, to reduce the need for fuel use
- Use of public transport if available
- Reducing fuel usage
- Non-essential journeys will be cancelled to enable us to fulfil our essential services
- Improving the resilience of company supply chains

Effective communication with staff, customers, suppliers and other key stake holders in advance of, and during a major fuel disruption. The company will communicate at all times with its project stakeholders, regarding its planned activities.

## 7. Theft and/ or Vandalism of Company Property

In the event of theft or vandalism to our company property replacements would be sought as soon as possible. Work equipment/ vehicles would be hired in in the short term and in the longer term replacements would be procured.

### Testing the Business Continuity Plan

It is essential that the business continuity plan is tested periodically, to ensure the plan is effective and fulfils its purpose and to minimize disruption. Control Centre Solutions Ltd undertakes periodic testing of the plan, with particular focus on the possibility of IT and communications failure.

This plan will be reviewed on a periodic basis and in the event of a test showing that improvements can be made.

Signed:



Mr Scott Hughes, Director

Date: 17<sup>th</sup> April 2023