



**Seaxe Contract Services Limited  
Petronne House  
31 Church Street  
Dagenham  
Essex  
RM10 9UR**

**Telephone number: 07957 321092**

## **Business Continuity Plan**

**Maintaining this document is the responsibility of:** Kevin Lovett

**The following premises are covered in this document:**  
31 Church Street, Dagenham, Essex RM10 9UR

**Copies of this document can be found:**  
At the above Address



Produced with the assistance of Lynch Safety Services Ltd



## OVERVIEW

### PURPOSE

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

### OUTCOME

The outcome of this plan is to ensure that the business is able to maintain a good level of service for our customers. It is clearly recognised that each emergency situation will have its own features that cannot be completely anticipated. This document gives the general structure for the management of a variety of foreseeable emergency situations.

### PLAN OBJECTIVES

- 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.

### KEY STAFF

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

- Kevin Lovett (Director)



## STAFF WELFARE

In any emergency the health and happiness of our staff will always be our primary concern.

It must be recognised that an incident that results in the enacting of this plan may also cause additional pressures for staff. Staff members will be given clear direction about the priorities of the business. Managers must ensure that they monitor staff more closely to ensure that their welfare is maintained.

Staff should be aware of what their role is when a major disruption occurs. Clear and concise communication with staff is pivotal to having an organised response. Staff must be made aware of what communication methods are going to be used so they can find out the latest information, if they are going to be working from a different location than normal.

Managers who suspect that staff members have suffered undue stress or even trauma from the business disruption must consider providing assistance for those staff that have been affected.

### Communicating with staff

- Communication will be centralised from one person.
- Primary communication channel will be phone/text, from mobile numbers held on mobile phones or contact lists held at Church Street (work/personal).
- Contact details for all staff are stored on a secured data base backed up by memory stick and easily accessible.
- Staff are forbidden from speaking to the media.
- Customers will only be alerted to the incident at such time that it has implications on the outcome/delivery of works being undertaken.

### Equipment

- All staff would be expected to work from their work issued/personal laptop/phone.
- Emergency equipment would not be required as all staff are issued with mobile phone/tablet/laptop upon commencement of employment with SEAXE Contract Services Limited (SCS).
- Portable hard drive data backups will be accessed via a back up memory stick. A daily back up is undertaken every day and held off site. A weekly back up is also undertaken and held off site.
- Realistic timeframe for delivery of replacement equipment - Emergency laptops/tablets/Mobile phones can be purchased immediately from PC World/Currys. Data can be re-installed from the daily back up.

**SCENARIO 1**

- PREMISES INCIDENT**

A premises incident can include flood, fire, or any other disaster that renders our office inaccessible.

**Step 1: Evacuation of premises and safeguarding of staff****In office hours**

Action	Details	Responsible Person(s)
1. Evacuate the building	Follow normal fire drill procedure	Kevin Lovett
2. Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated	Kevin Lovett
3. Verify if incident is real	If false alarm, resume business as normal	Kevin Lovett
4. Call emergency services	999 / 112	Kevin Lovett
5. Record details of any injuries sustained in the incident	Use Accident Book	Kevin Lovett
6. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Kevin Lovett
7. Assess impact	Senior team meet to assess the scale of the incident and decide next steps	Kevin Lovett

**Outside office hours**

Action	Details	Responsible Person(s)
1. First person on-site to notify manager	Do not enter the building	Kevin Lovett
2. Call emergency services	999 / 112	Kevin Lovett
3. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Kevin Lovett
4. Assess impact	Senior team meet to assess the scale of the incident and decide next steps	Kevin Lovett

**Step 2: Business continuity**



Critical activity	Details	Responsible Person(s)
Phones	Staff to use work issue/personal mobile phones. Contact telephone provider to forward office lines to staff mobiles	Kevin Lovett
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	Kevin Lovett
Inform insurance company	Stackhouse Poland Geoff Russell Senior Account Handler 01245 326875 geoffrussell@stackhouse.co.uk	Kevin Lovett
Inform landlord	07946 291382	Kevin Lovett
Post redirection	Form available online <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a>	Kevin Lovett
Inform customers	If disruption is expected, inform customers via email	Kevin Lovett

**SCENARIO 2**

- INFRASTRUCTURE INCIDENT**

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

**Step 1: Understand the extent of the loss**

Infrastructure	Details	Responsible Person(s)
Phones	Contact phone provider to ascertain extent of outage. Contact details: <b>Name: BT</b> <b>Tel: 0800 800 151 quote "Landline Fault"</b>	Kevin Lovett
Mobile Phones	Contact internet provider to ascertain extent of outage. Contact details: <b>Name: EE</b> <b>Tel: 0800 956 6000</b>	Kevin Lovett
Internet	Contact internet provider to ascertain extent of outage. Contact details: <b>Name: BT</b> <b>Tel: 0800 800150</b>	Kevin Lovett
Mains power	Contact power provider to ascertain extent of outage. Contact details: <b>Name: Npower</b> <b>Tel: 105</b>	Kevin Lovett
IT	Call IT Engineer <b>Name: Peter Carter</b>	Kevin Lovett

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 issue/personal mobile phones. Contact telephone provider to forward office lines to staff mobiles	Kevin Lovett
Internet	Staff to use home internet connections or mobile data.	Kevin Lovett
Mains power	Staff to work from home until power is restored. If power outage is widespread and staff homes are also affected contact local shared office providers to rent desk space.	Kevin Lovett
Gas Leak	Evacuate Building and contact Gas provider.	Kevin Lovett
IT	Staff to use work issue/personal laptops/tablets/mobile phones until IT situation resolved.	Kevin Lovett

**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.

**Step 1: Ensure no service interruption**

Critical activity	Details	Responsible Person(s)
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	Kevin Lovett
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.	Kevin Lovett

If the staff loss is temporary, 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, labour only contractor or fixed-term contract (as appropriate) replacement.	Kevin Lovett



## 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.	Kevin Lovett
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.	Kevin Lovett
3. Publicise that there is now 'business as usual'	Inform customers through normal channels that our business is operating as normal - <b>If Applicable.</b>	Kevin Lovett
4. Carry out a debrief of the incident and complete a 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.	Kevin Lovett
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.	Kevin Lovett