# Business Continiuity Policy

It is essential that we consider how we would deal with a major incident, threat or risk to our business. This Business Continuity Plan aims to our arrangements, necessary to maintain our business critical operations following such an incident.

This plan will not cover every eventuality or every business process but aims to focus on those most critical. By focusing on these processes we create a plan that is as flexible as possible and helps us to deal with most scenarios.

It is important that this plan be regularly reviewed and updated as necessary to ensure that this plan is current and of value.

# Customer Impact

Good communication to our customers and other stakeholders is vital in a crisis. It is fundamental that our customers know who to contact and how before a crisis occurs.

The directors will share information on a regular basis in order that they are familiar with any issues. Emails will be copied between directors. Emails will be stored in user’s local machine’s and in a central directory.

All project correspondence will be stored in a central location in the company sever using the standard arrangement format.

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# Cause & Effect of Disaster

The document cannot and is not intended to cover every eventuality. The table below illustrates some prime examples of events that may occur, their impact and mitigating actions.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk** | **Likelihood** | **Impact** | **Notes/Actions** | **Resultant Risk following action** |
| Significant issue at an office | L | H | Work from the other Directors office | L |
| Staff sickness/  Annual leave | M | M | Ensure directors keep abreast of all issues on projects, are copied on all correspondence and all documents are shared on project directors. All directors to maintain online calendars with any meetings and critical issue dates. | L |
| Staff turnover/  Staff changing roles in the organisation | L | M | As the engineers are directors are invested in the business, this is very unlikely. In the event of a director wishing to leave one of the other associates proven over the years can be brought in to assist. | L |
| A sudden unexpected influx of workload or any other absence | H | H | The directors shall ensure sufficient manpower is available before accepting new projects. | L |
| Cash flow issues | M | H | The directors have a flexible payment schedule i.e. will forgo dividends until suffieient clear funbds are avaioabkle and suppliers and liabilities are cleared. | L |

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# Key Contacts

The table below indicates key personnel and their contact details.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ROLE | NAME | CONTACT NUMBER | CONTACT NUMBER | OPTION FOR COVER IN CASE OF ABSENCE |
| Mechanical Director | John Creaser |  |  | Barry Knight |
| Electrical Director | Tom Kellert | 07889935030 |  | Craig Sheppard |
| Admin | Jean Wright |  |  |  |
| Computer Support | Blue Cube |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# Communications

All of our key members of staff are issued with mobile phones and their details are on each client’s contact list for their particular project. The client can therefore use their mobile details so the impact would be minimal. Skype is also utilised.

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# Data

Our compurers are maintained via a service contract with Blue Cube. Software is standardised i.e. all users have Microsoft 365 and utilise exchange server i.e. all mains are stored in a central cloud based file structure.

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We use cloud based servers such as Dropbox so the data is duplicated on our computer hard drives as well as their cloud based servers. The cloud based servers are accessible via any web based computer with the appropriate user name and password security protection. Any incident will have little or negligible effect on any data stored.

# Property & Facilities

In the event of a major emergency relating to one of our offices, we could relocate to the other offices or alternatively rent a temporary office through suppliers such as Regus. Each user is however set up to work autominiously via the cloud.

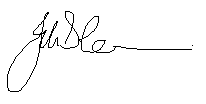
# Conclusion

It is not intended to be able to cover every eventuality however the way in which the Business Continuity Plan for Ensigna Construction has been conceived, will allow the flexibility to accommodate and to provide a plan for coping with most situations

Note:

This is a live document that is continually monitored. It is included in our internal audit plan where it is reviewed and altered as necessary.

Next review due: January 2019



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