

Business Continuity Plan

Distribution List:

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File Copy (7) - Back up safe

If you have any suggested changes / improvements to this plan, please inform the Compliance Manager.

Last Updated 2023

Aim of this Plan

To prepare the business to cope with the effects of an emergency so that the critical functions at INRATEC UK Limited, *Unit 8-9 Easter Park, Barton Road, Middlesbrough, North Yorkshire, TS2 1RY* are reinstated as soon as possible, thus ensuring an uninterrupted level of supply to customer whilst full restoration is planned for and implemented.

Objectives

1. To mobilise the organisational structure required to manage the recovery
2. To define and prioritise the critical functions of the business
3. To analyse the emergency risks to the business
4. To detail the agreed response to an emergency
5. To identify key contacts during an emergency.

Plan Assumptions

The plan assumes a worst-case scenario in which critical systems, production equipment, and/or premises are destroyed by fire, other natural events or by unauthorised entrants committing acts of theft, destruction or sabotage that prevent key functions being undertaken.

Critical Function: IT Services

Hardware:

Data servers all with UPS backup

Software:

Microsoft SharePoint	Main SOPS management system and document storage
QuickBooks	Financial system
Google Drive	Document storage
Inventory Cloud	Stock management
Fleetio	Fleet management
Dext	Expenses system
Microsoft 365	Word processing, spreadsheets, email client and presentations
Airtable	Cloud collaborative application

Effect on supply should services be interrupted

Time	Effect on Service
First 24 hours	Loss of all business system functions Loss of production function Loss of communications
24-48 hours	Loss of all business system functions Loss of production function Loss of communications
First week	Delays in order progression and service Loss of sales due to inability to process orders to achieve lead times Inability to pay wages
Up to 2 weeks	Financial implications due to inability to invoice customers / pay suppliers Company reputation damaged

Protection procedure:

All software packages are standard and “off-the-shelf”

All software and, data contained within it, is cloud based and is available to download on to any device, from anywhere. Therefore, back-ups are not required for any INFRATEC used software.

Recovery plan:

In the event of a catastrophic event affecting IT, new equipment is considered readily available locally. It is therefore envisaged that all critical systems and data could be uploaded onto any new equipment and ready to use within 24 hours.

Should the current premises be unusable, there are a number of readily available units available locally to rent, in addition to other options such as off-site working for key individuals, office ready portacabins available to hire, and office sharing facilities with other local companies.

Critical Function: Accounts/Payroll

Hardware:

No specific hardware is required as software is cloud based though two laptops and one printer is currently used to allow processes to be carried out efficiently and effectively.

Software:

Microsoft SharePoint	Main SOPS management system and document storage
QuickBooks	Financial system
Dext	Expenses system
Microsoft 365	Word processing, spreadsheets, email client and presentations

Personnel:

Two people

Effect on supply should services be interrupted

Time	Effect on Service
First 24 hours	Loss of all business system functions Loss of communications
24-48 hours	Loss of all business system functions Loss of communications
First week	Financial implications due to inability to invoice customers / pay suppliers Loss of sales due to inability to process orders to achieve lead times Inability to pay wages
Up to 2 weeks	Company reputation damaged Employee relations issues due to continuing wage difficulties Financial implications of inability to process invoices

Protection procedure:

All software packages are standard and “off-the-shelf”

All software and, data contained within it, is cloud based and is available to download on to any device, from anywhere. Therefore, back-ups are not required for any INFRATEC used software.

Only most recent paper records kept in the Accounts office, balance archived separately.

Recovery plan:

In the event of a catastrophic event affecting Accounts, new equipment is considered readily available locally. It is therefore envisaged that all critical systems and data could be uploaded onto any new equipment and ready to use within 24 hours.

Should the current premises be unusable, there are a number of readily available units available locally to rent, in addition to other options such as off-site working for key individuals, office ready portacabins available to hire, and office sharing facilities with other local companies.

Important payments could be calculated and made manually, to ensure business continuity in the short term. Extra manpower may be required to carry out these tasks, in the form of extra hours or agency staff. A number of local and national agencies have been used dependent on role requirements.

Critical Function: Site Works

Hardware:

Battery operated hand tools i.e. grinder, impact driver
Hand tools – screwdrivers, wrenches etc
Generator
Task Lighting
HIAB c/w Crane
MEWP
LGV
Circular saw

Software:

Microsoft SharePoint	Main SOPS management system and document storage
Google Drive	Document storage
Fleetio	Fleet management
Dext	Expenses system
Microsoft 365	Word processing, spreadsheets, email client and presentations

Effect on supply should services be interrupted

Time	Effect on Service
First 24 hours	Loss of all site work capability Total inability to satisfy customer requirements
24-48 hours	Loss of all site work capability Total inability to satisfy customer requirements
First week	Reduced site work capability – outsourcing required Reduced ability to satisfy customer requirements
Up to 2 weeks	Most critical functions being carried out externally Increased cost base due to out-sourcing Increased management time required to extra processes required

Protection procedure:

All software packages are standard and “off-the-shelf”

All software and, data contained within it, is cloud based and is available to download on to any device, from anywhere. Therefore, back-ups are not required for any INFRATEC used software.

All tools are standard, and are readily available locally from other suppliers.

Machinery is available to hire via subcontractors.

Health and Safety systems in place are robust

Recovery plan:

In the event of a catastrophic event affecting the site works, equipment required is considered readily available to hire locally or from specialists approved subcontractors. Purchase of replacement tools and equipment could suffer from time constraints, but all processes can be sub-contracted in the short to mid-term. It is therefore envisaged that all critical systems and data could be uploaded onto any new or hired equipment and ready to use within 48 hours. Relationships with local competitors are good, and presently there are already job-sharing agreements in place that could be extended should the need arise.

Should the current premises be unusable, there are a number of readily available units available locally to rent, in addition to other options such as off-site working for key individuals, office ready portacabins available to hire, and office sharing facilities with other local companies.

Critical Function: Engineering

Hardware:

TBC

Software:

Microsoft SharePoint	Main SOPS management system and document storage
Inventory Cloud	Stock management
Dext	Expenses system
Microsoft 365	Word processing, spreadsheets, email client and presentations
Airtable	Cloud collaborative application

Effect on supply should services be interrupted

Time	Effect on Service
First 24 hours	Loss of all production capability Total inability to satisfy customer requirements
24-48 hours	Loss of all production capability Total inability to satisfy customer requirements
First week	Reduced production capability – outsourcing required Reduced ability to satisfy customer requirements
Up to 2 weeks	Most critical functions being carried out externally Increased cost base due to out-sourcing Increased management time required to extra processes required

Protection procedure:

All software packages are standard and “off-the-shelf”

All software and, data contained within it, is cloud based and is available to download on to any device, from anywhere. Therefore, back-ups are not required for any INFRATEC used software.

All machinery is expected to be standard, and processes employed are readily available locally from other suppliers.

Health and Safety systems in place are robust

Recovery plan:

In the event of a catastrophic event affecting the engineering, equipment required is considered readily available to hire locally. Purchase of replacement equipment could suffer from time constraints, but all processes can be sub-contracted in the short to mid-term. It is therefore envisaged that all critical systems and data could be uploaded onto any new or hired equipment and ready to use within 48 hours. Relationships with local competitors are good, and presently there are already job-sharing agreements in place that could be extended should the need arise.

Should the current premises be unusable, there are a number of readily available units available locally to rent, in addition to other options such as off-site working for key individuals, office ready portacabins available to hire, and office sharing facilities with other local companies.

Critical Function: Commercial

Hardware:

No specific hardware is required as software is cloud based though two laptops and one printer is currently used to allow processes to be carried out efficiently and effectively.

Software:

Microsoft SharePoint	Main SOPS management system and document storage
QuickBooks	Financial system
Google Drive	Document storage
Inventory Cloud	Stock management
Fleetio	Fleet management
Dext	Expenses system
Microsoft 365	Word processing, spreadsheets, email client and presentations
Airtable	Cloud collaborative application

Personnel:

Two

Effect on supply should services be interrupted

Time	Effect on Service
First 24 hours	Loss of all commercial system functions Loss of all external & internal communications
24-48 hours	Severely restricted commercial system functions Severely restricted external & internal communications Move to commercial staff working remotely
First week	All staff working remotely Loss of sales due to inability to process orders to achieve lead times Limited external & internal communications
Up to 2 weeks	Increased management time required to extra processes required Customer dissatisfaction due to poor communication Company reputation damaged

Protection procedure:

All software packages are standard and "off-the-shelf"

All software and, data contained within it, is cloud based and is available to download on to any device, from anywhere. Therefore, back-ups are not required for any INFRATEC used software.

No paper copies are kept.

Recovery plan:

In the event of a catastrophic event affecting the commercial function, out-sourcing would not be required as the commercial team could quickly move to remote working. It is therefore envisaged that all critical systems and data could be uploaded onto any new equipment and ready to use within 24 hours.

Should the current premises be unusable, all staff have the facility to work from home and most already have the hardware required to do so. More hardware may be required if a large number of people were required to work remotely but this could be purchased and set up within 24 hours of the business interruption.

In addition, there are plans to investigate any available units locally to rent, office ready portacabins available to hire, and/or office sharing facilities with other local companies that could be called upon in the event of an emergency.

Critical Function: Shop Floor Operations

Hardware:

No specific hardware is required as software is cloud based though three laptops and one printer is currently used to allow processes to be carried out efficiently and effectively.

Software:

Microsoft SharePoint	Main SOPS management system and document storage
Inventory Cloud	Stock management
Microsoft 365	Word processing, spreadsheets, email client and presentations
Airtable	Cloud collaborative application

Personnel:

Three

Effect on supply should services be interrupted

Time	Effect on Service
First 24 hours	Loss of all shop floor capability Total inability to satisfy customer requirements
24-48 hours	Loss of all shop floor capability Total inability to satisfy customer requirements
First week	Reduced shop floor capability – outsourcing required Reduced ability to satisfy customer requirements
Up to 2 weeks	Most critical functions being carried out externally Increased cost base due to out-sourcing Increased management time required to extra processes required

Protection procedure:

All software packages are standard and “off-the-shelf”

All software and, data contained within it, is cloud based and is available to download on to any device, from anywhere. Therefore, back-ups are not required for any INFRATEC used software.

Recovery plan:

In the event of a catastrophic event affecting the shop floor operations, equipment required is considered readily available to hire locally. Purchase of replacement equipment and stock could suffer from time constraints, but all processes can be sub-contracted in the short to mid-term. It is therefore envisaged that all critical systems and data could be uploaded onto any new or hired equipment and ready to use within 48 hours. Relationships with local competitors are good, and presently there are already job-sharing agreements in place that could be extended should the need arise.

Should the current premises be unusable, there are a number of readily available units available locally to rent, in addition to other options such as off-site working for key individuals, office ready portacabins available to hire, and office sharing facilities with other local companies.

Hazard Analysis Table

Risk Matrix Score

Score	Likelihood	Impact
A	HIGH	HIGH
B	LOW	HIGH
C	HIGH	LOW
D	LOW	LOW

Hazard	Impact	Mitigation in Place	Mitigation possible	Risk Matrix Score
Loss of Utilities	<ul style="list-style-type: none"> Electricity Water Gas 	<ul style="list-style-type: none"> No Yes Yes 	<ul style="list-style-type: none"> No Yes Yes 	B
IT Failure	<ul style="list-style-type: none"> Server Telephones Email 	<ul style="list-style-type: none"> Yes Yes Yes 	<ul style="list-style-type: none"> Yes Yes Yes 	D
Production Failure	<ul style="list-style-type: none"> Breakdown Staffing Capacity 	<ul style="list-style-type: none"> Yes Yes Yes 	<ul style="list-style-type: none"> Yes Yes Yes 	D
Material Supply Failure	<ul style="list-style-type: none"> Production Storage Delivery 	<ul style="list-style-type: none"> Yes Yes Yes 	<ul style="list-style-type: none"> Yes Yes Yes 	D
Transport Failure	<ul style="list-style-type: none"> Hauler Products 	<ul style="list-style-type: none"> Yes Yes 	<ul style="list-style-type: none"> Yes Yes 	D
Flooding	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A 	D
Fire	<ul style="list-style-type: none"> Product Production Facility 	<ul style="list-style-type: none"> Yes Yes Yes 	<ul style="list-style-type: none"> Yes Yes Yes 	B
Extreme weather	<ul style="list-style-type: none"> Flooding Gales Lightning 	<ul style="list-style-type: none"> Yes No No 	<ul style="list-style-type: none"> Yes No No 	D
Loss of premises	<ul style="list-style-type: none"> Fire Explosion 	<ul style="list-style-type: none"> Yes Yes 	<ul style="list-style-type: none"> Yes Yes 	D

Critical Function Priority List

Priority	Critical Function
1	Loss of Utilities
2	Fire
3	Material Supply Failure
4	Production Failure
5	IT Failure
6	Transport Failure
7	Fire
8	Flooding
9	Extreme weather
10	Loss of premises

Action Plan in the Event of a Catastrophic Incident

1. Inform the disaster recovery team ☐
2. Begin a log of actions taken ☐
3. Liaise with the emergency services ☐
4. Identify any damage ☐
5. Identify which functions are affected ☐
6. Convene the disaster recovery team ☐
7. Provide information to all employees ☐
8. Construct a plan of action based on the situation ☐
9. Communicate this plan to all employees and business partners ☐
10. If required provide public information to maintain reputation and business ☐
11. Implement recovery plan ☐
12. Carry out a debrief with all key individuals ☐
13. Review the Business Continuity Plan ☐

Key Contacts

Contact	Contact Number	Useful information
Managing Director	07798 704818	
Operations Director	07970 813422	
Financial Controller	07968 767250	
Commercial / Compliance Manager	07494 749243	
Transport Manger	07793 610920	
Police	Emergency 999 Non-emergency 101	
Fire	Emergency 999 01642 811640	
Hospital	Emergency 999 01642 850850	
Gas (Gas Emergency Service)	0800 111999	
Electricity (Northern Powergrid)	0800 668877	
Northumbrian Water	0845 7171100	
Health and Safety Executive. [HSE]	0300 003 1747	
Environment Agency incident hotline	0800 80 70 60	

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