**Business Continuity Plan**

**Distribution List:**

Copy No.1 - Managing Director

Copy No.2 - Operations Director

Copy No.3 - Finance Controller

Copy No.4 - Commercial / Compliance Manager

Copy No.6 - Transport Manger

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 |
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|  |

## **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 | * Electricity * Water * Gas | * No * Yes * Yes | * No * Yes * Yes | **B** |
| IT Failure | * Server * Telephones * Email | * Yes * Yes * Yes | * Yes * Yes * Yes | **D** |
| Production  Failure | * Breakdown * Staffing * Capacity | * Yes * Yes * Yes | * Yes * Yes * Yes | **D** |
| Material Supply  Failure | * Production * Storage * Delivery | * Yes * Yes * Yes | * Yes * Yes * Yes | **D** |
| Transport  Failure | * Hauler * Products | * Yes * Yes | * Yes * Yes | **D** |
| Flooding | * N/A | * N/A | * N/A | **D** |
| Fire | * Product * Production * Facility | * Yes * Yes * Yes | * Yes * Yes * Yes | **B** |
| Extreme weather | * Flooding * Gales * Lightning | * Yes * No * No | * Yes * No * No | **D** |
| Loss of premises | * Fire * Explosion | * Yes * Yes | * 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 |  |

# **Event Log Sheet**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Time** | **Information / Decisions / Actions** | **Initials** |
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