

2020

Business Continuity & Disaster Recovery Plan

CLYMAC FIRE AND SECURITY SYSTEMS
01/05/2020



CLYMAC LTD | CLOUDWAY COURT, BELTON ROAD, LOUGHBOROUGH, LE11 1LW

**ALL MANAGERS MUST KEEP A COPY OF
THIS DOCUMENT AT HOME**

ADDITIONAL COPIES ARE AVAILABLE ON REQUEST

Document control

Revision history

Revision	Date	Author	Reason for change
0.1	01/05/2017	Leon Bright (Bespoke)	Previous plan withdrawn and re-written as part of upgrade from ISO 9001:2008 to ISO 9001:2015
0.2	01/05/2018	ML	Policy Reviewed – No change
0.3	01/05/2019	AW	Policy Reviewed – No change
0.4	01/05/2020	AW	Policy Reviewed – No change

Contents

1. Introduction	3
2. Emergency Priorities	4
2.1. Emergency Process Summary.....	5
2.2. Activate the Emergency Evacuation Procedures.....	6
2.3. Activate the Business Continuity Plan	6
2.4. Manage Staff’s Immediate Concerns	7
3. Key Risks and Minimisation Measures	8
3.1. Disaster Events.....	8
3.2. Assumptions	Error! Bookmark not defined. 9
3.3. Key Risks.....	10
3.3.1. Critical loss of head office	10
3.3.2. IT interruption or system breakdown	12
3.3.3. Disruption to staffing levels such as loss of key staff and widespread absence	13
3.3.4. Vehicle breakdowns.....	14
3.3.5. Adverse weather conditions.....	15
3.3.6. Major obstructions on the road preventing access to sites	16
3.3.7. Disruption to supply chain such as loss of key suppliers.	16
3.3.8. Changes in the market leading to significant increases in price for certain equipment.....	17
4. Roles and Responsibilities	18

1. Introduction

This business continuity plan has been developed in order to minimise disruption to Clymac Ltd. in times of crisis.

This document lays out procedures to be followed if normal business activities cannot be continued due to a disabling event such as loss of technology, property or large numbers of staff.

Clymac have assessed potential events that could negatively affect operations, and have made contingencies to mitigate potential harm in several adverse scenarios.

The purpose of this plan is to:

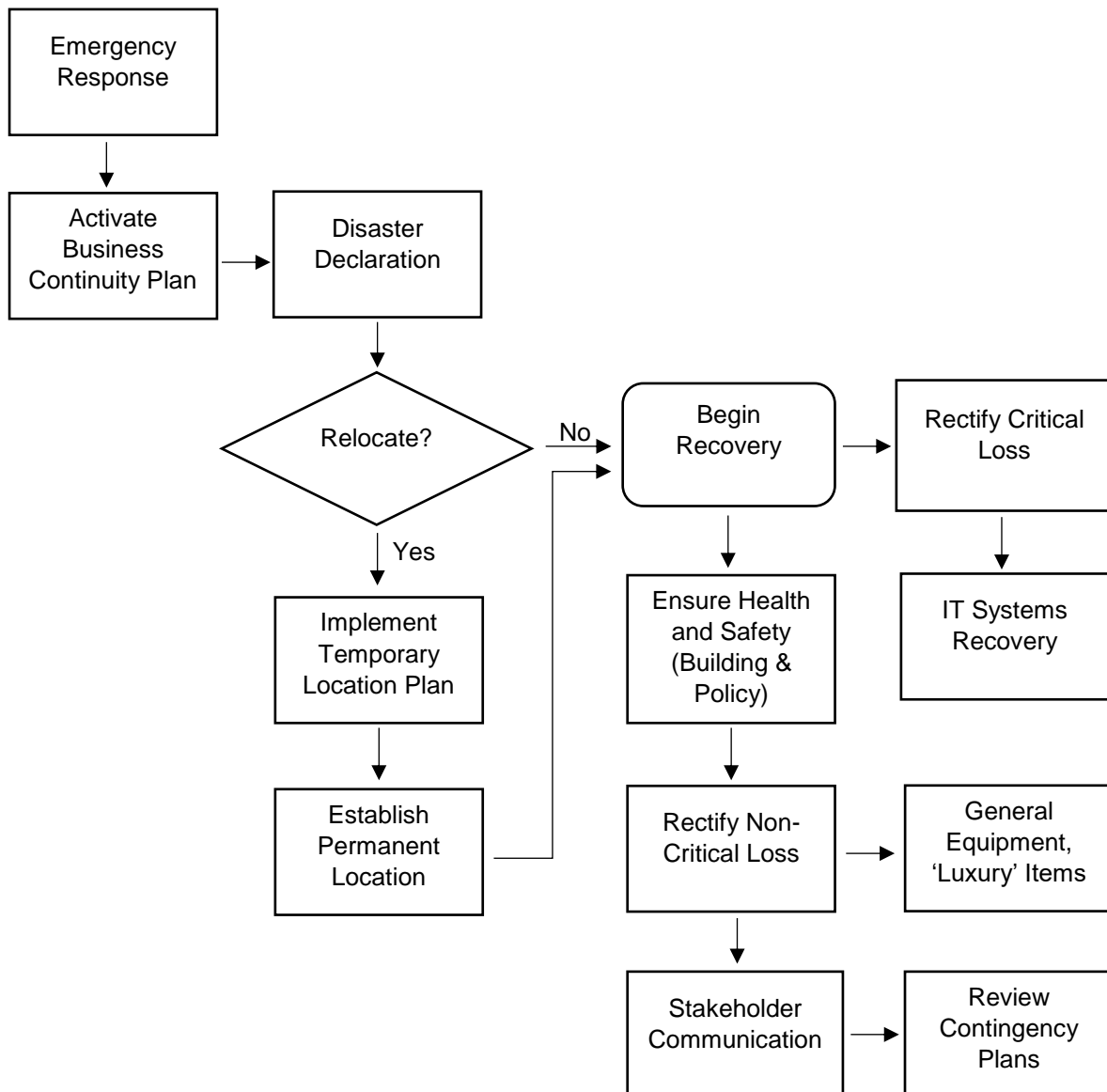
- Identify business priorities and plan for their allocation and fulfilment during an emergency.
- Formalise realistic actions which are to be undertaken.
- Ultimately minimise business downtime.

2. Emergency Priorities

During an emergency the priorities and responsibilities of Clymac Ltd are as follows:

<p>General Priority</p>	<p>Ensure all Clymac staff are safe and accounted for.</p> <p>All situations will be managed by ensuring that:</p> <ul style="list-style-type: none"> • Managers or highest-ranking employees will notify the Business Continuity Manager (BCM) Martin Lynch immediately of business interruption issues. • Staff actions and priorities are consistent with overall business recovery strategy. • There are manual workarounds for critical business processes. • Fundamental services can be maintained at an appropriate level.
<p>Maintaining Critical Business Function</p>	<p>Critical business functions of Clymac:</p> <ul style="list-style-type: none"> • Facilities and Security • Finance • Human Resources • Information Technology • Legal/Compliance • Marketing and Sales • Operations • Warehouse (Inventory, Assembly, Order Fulfilment, Shipping, Receiving)

2.1. Emergency Process Summary



2.2. Activate the Emergency Evacuation Procedures

When	Who	Procedure	Step	Action
As soon as an emergency arises.	The Business Recovery Office Manager	Evacuation, Roll Call.		The building is cleared of all staff using Emergency Evacuation Procedures. All staff are accounted for.

2.3. Activate the Business Continuity Plan

When	Who	Procedure	Step	Action
As soon as an emergency arises	The Business Continuity Manager (BCM)	The BCM follows this procedure to activate and implement the BCP	1	Take details of the emergency from the initial call: <ul style="list-style-type: none"> • What has happened? • Access to the building? • Who has been contacted (Emergency Services, Key Recovery Teams, Department Managers) • Details of any immediate injuries to staff.
			2	Check that the Evacuation Procedures are underway and request regular updates are provided to the BCM.
			3	Assess the impact of the emergency on the business and decide the following: <ul style="list-style-type: none"> • Activate the BCP? • Immediate emergency tasks (first hour's response) • Determine the key business functions to carry out • Agree the need to relocate to the agreed temporary business recovery office; assign role of Business Recovery Office Manager • Decide which employees will work from home and which will relocate to the temporary business recovery office • Assign individual to carry out the communication contact role. • Key staff members to remain on-site and agree actions for remaining staff.
			4	Advise managers of decisions made and have them relay the information to their staff members.
			5	Contact staff members to activate their agreed roles as the Business Recovery Office Manager and Communication Contact roles.
			6	Ensure appropriate delegated authorities are in place.

2.4. Manage Staff's Immediate Concerns

When	Who	Procedure	Step	Action
Ensure staff are safe, kept informed and scheduled for relocation to temp recovery office, or, allocated to work from home.	Department Managers under direction from the BCM and CRO	Manage staff after the Emergency Evacuation Procedures have been completed.	1	Note the physical location of all staff - confirm who was due to work today, who is on leave, who is not accounted for.
			2	Ensure that staff are congregated in a central location and have been given access to telephones to advise family they are safe. Check that food & beverages have also been provided.
			3	Arrange private counselling where necessary, and transport when and where necessary.
			4	Send staff home where necessary with instructions, as to when they will be contacted to advise of the ongoing situation.

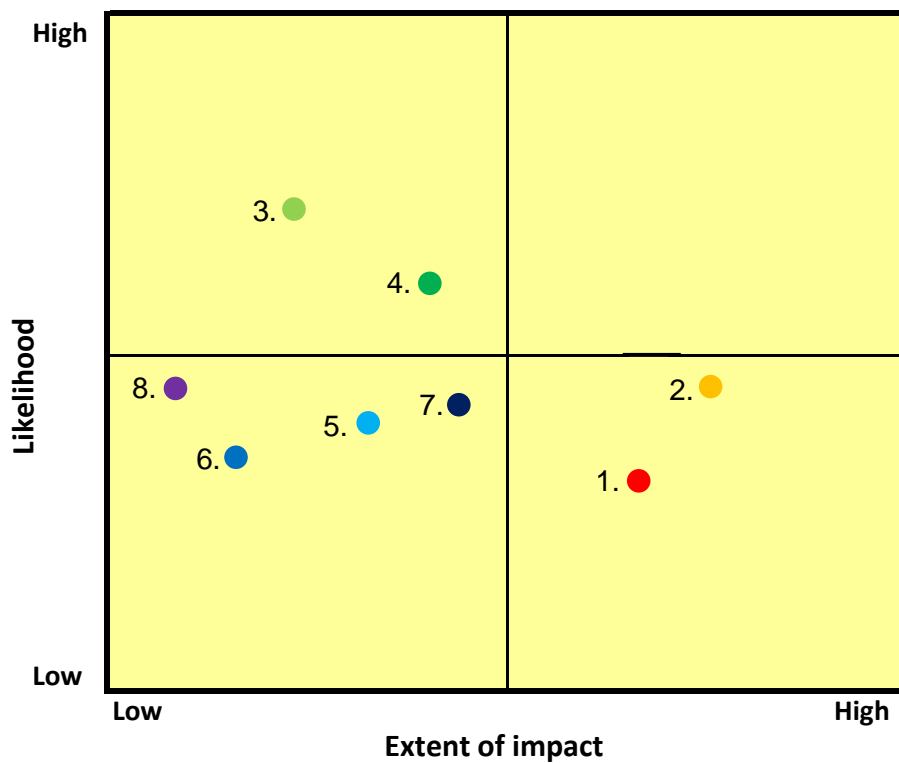
3. Key Risks and Minimisation Measures

3.1. Disaster Events

Potential disaster scenarios are listed below.

1. ● Critical loss of head office
2. ● IT interruption or system breakdown.
3. ● Disruption to staffing levels such as loss of key staff and widespread absence.
4. ● Vehicle breakdowns.
5. ● Long term adverse weather conditions.
6. ● Major obstructions on the road preventing access to sites.
7. ● Disruption to supply chain such as loss of key suppliers.
8. ● Market changes leading to significant increases in price for certain equipment.

The graph below shows the relative impact and likelihood of possible disaster events.



3.2. Factors Relevant to Disaster Events

In the event of our head office being compromised by fire or other natural disaster, we are confident that the business could continue with minimal disturbance.

We have a joint agreement with one of our major suppliers based in North Leicester (10 miles from Clymac Loughborough) to provide each other with a temporary business recovery office c/w internet connection in the event of critical situation.

Clymac I.T services are all provided via a cloud based server. All physical data is stored at a remote central data centre, and we operate with a full secondary back up.

All management, project managers, sales, and engineering staff have laptop devices along with smartphones to continue their normal working day away from the head office.

Design staff and administrative staff can also log onto the cloud server from home.

All communication will be via email with appointed sales engineers.

Several staff can be diverted from sales functions, management functions or non essential support functions to emergency operations functions.

All engineers carry boot stock to be self-sufficient for up to one week at a time (on average), without requiring replenishment from head office if compromised. This is further extended from the service stock available at Clymac's 6No. regional depots.

Key suppliers all have the facility to ship stock directly to engineer's depots, or on a direct-to-site basis.

3.3. Key Risks

3.3.1. Critical loss of head office

In the event of our head office being compromised by fire or other natural disaster staff safety will be of initial concern. The next concern will be to prevent as much material damage as possible.

Office staff are to meet at Clymac's staff car park and Alan Physick, Contracts Manager is to issue formal instructions and issue key personnel with mobile phones. This is to enable the continued central control of field engineering staff.

All engineers carry boot stock to be self-sufficient for up to one week at a time, without requiring replenishment from head office. There are also spare parts at regional depots. Key suppliers all have the facility to ship stock directly to engineer's depots or on a direct-to-site basis.

All management, project managers, sales, administrative and engineering staff have laptop devices along with smartphones to continue their normal working day away from the head office. Design staff will also log onto the cloud server from home and will utilise a local or online print shop to print drawings.

All communication will be via email with appointed sales engineers.

Characteristics of Interruption	Action for Short-Term Interruption > 1 Week	Action for Long-Term Interruptions	
		1 - 4 Weeks	> 4 Weeks
No Access to Head Office	Relocate service operations staff and accounts staff to the temporary business recovery office c/w internet connection. Ask other office staff to work from home – Engineers are to continue as normal.	Plan for successful renovation of old office or search for new premises.	Fully moved into new / refurbished permanent office space.
Loss of Equipment	Office staff will work from home on company laptops or personal computers and service operations staff and accounts staff will work from the temporary business recovery office. Files can be accessed online. Any loss of stock / parts will be replaced as soon as possible, and kept in temporary storage.	Lost office equipment must be replaced, and up and running in time for move into temporary space.	All lost equipment will be replaced in time for move back to permanent office.

Action Plan for Set Up of Temporary Work Space

Step	Action
1	Activate the plan with the major supplier to occupy some of their office space to create the Clymac temporary business recovery unit c/w internet connection
2	Gather the staff members from each of the departments that will be setting up in the business recovery office.
3	Check that resources are available for use, and make necessary allowances if some resources are not available. Where required arrange for the purchase of items.
4	Allocate resources to each of the departments. Assign designated work areas and stations for each department.
5	Co-ordinate the setting up of computer equipment and phones. Prevent any safety hazards (e.g. tripping on loose cabling).
7	Co-ordinate the orientation of staff to their new environment.

Action Plan for Reinstating Permanent Office Space

Step	Action
1	Ensure all insurance needs have been covered.
2	Ensure that the usability of the office will still meet company needs.
3	Assess the technology requirements to reinstate services at the office.
4	Assess furniture and fixture needs for the reinstatement of services in the office.
5	Ensure all health and safety requirements are in place.
6	Ensure all general offices services are in place.
7	Arrange for staff to return to the office.

3.3.2. IT interruption, system breakdown, or loss of broadband connection

All Clymac I.T. services are provided via a cloud based server, and all data is backed up online. If our computers or system fail, we can relocate to an emergency location, or staff can work from home, and access all necessary information online. The data is stored at a central data centre, with a secondary back up.

Characteristics of Interruption	Risk Level	Action for Short-Term Interruption > 1 Week	Action for Long-Term Interruptions	
			1 - 4 Weeks	> 4 Weeks
Loss of Email Network	Low	Contact email provider, ascertain estimated outage time, use alternative communications until Email is back.	Unlikely to be out this long – New provider will be used if service issues persist.	New provider will be in place.
Loss of Internet Connection	High	Very short-term outage is occasionally expected. If outage is expected to last for more than 12 hours, use company smartphones to tether using our 4G mobile service	If outage still persists, look for a new provider.	Issues will not persist this long.
Loss of File server/sharing service (Including remote access)	Low	Contact server provider or Internet Service Provider, ascertain estimated outage time, use file backup if necessary.	Issues not likely to persist this long.	Issues will not persist this long.
Loss of Phones (landline)	Low	Contact service provider, ascertain outage time, use alternative arrangements until service resumes	Issues not likely to persist this long.	Issues not likely to persist this long.
Loss of Phones (mobile)	Low	Contact service provider, ascertain outage time, use alternative arrangements until service resumes	Issues not likely to persist this long.	Issues not likely to persist this long.

3.3.3. Disruption to staffing levels such as loss of key staff and widespread absence

We maintain an excess capacity of 10% within our rostering system, which ensures a high level of flexibility when allocating engineers to maintenance and repair works.

Should an unexpected number of management staff become indisposed, authority falls to the next highest-ranking member of staff.

In the event of widespread absence, workload will be distributed as effectively as possible. Alternative office staff will be hired should the long-term need arise.

Characteristics of Interruption	Action for Short-Term Interruption > 1 Week	Action for Long-Term Interruptions	
		1 - 4 Weeks	> 4 Weeks
Widespread Loss of Engineering Staff	Apply excess-capacity staff. PPM engineers temporarily diverted to reactive function.	Begin hiring process for replacement workers. Re-allocate Service Managers & Training Manager to engineering functions, and, engage subcontract labour.	Complete hiring process for replacement workers.
Widespread Loss of Managerial Staff	Authority falls to next highest-ranking member of staff. Directors engage downwards.	Should absence persist, managers then accounts and contracts can be subcontracted on a temporary basis, and remaining management teams can engage in temporary roles.	Should <i>significant</i> absence persist, the business will look to engage more permanent managers.
Widespread Loss of Office Staff	Work load will be distributed evenly. Temporary staff can be hired at short notice.	Begin hiring process for replacement workers. Consideration will be given to temporarily reallocating sales staff, service managers and the training manager to operational roles	Complete hiring process for replacement workers.

3.3.4. Vehicle breakdowns and fuel shortage

We hold an account with a FORS (Fleet Operator Recognition Scheme), who are an accredited nationwide fleet management provider. This service includes the provision of breakdown cover and courtesy cars. Consequently, roadside fixes or a replacement vehicle are often guaranteed within two hours. Our vehicles are fitted with tracking devices flagging up all issues, and allowing us to alert FORS immediately to ensure the agreed response times are met.

Characteristics of Interruption	Action for Short-Term Interruption > 1 Week	Action for Long-Term Interruptions	
		1 - 4 Weeks	> 4 Weeks
Breakdowns	FORS will provide assistance and temporary vehicles at very short notice.	New vehicles will be purchased.	New vehicles will be purchased.
Fuel Shortage	If shortage is likely to last for more than 2 or 3 days then:- all engineers (PPM, Comms, Reactive) will be diverted to the highest priority breakdown/reactive calls only, and all other activities will be suspended. office staff who can work from home will do so	All engineers (PPM, Comms, Reactive) will be diverted to the highest priority breakdown/reactive call only, and all other activities will be suspended. Office staff will be required to vehicle share, use public transport, and, commute at low different times to overcome shortage.	Unlikely to last this long

3.3.5. Adverse weather conditions.

Weather updates are checked on a daily basis, and snow chains or snow socks are used whenever required.

Characteristics of Interruption	Action for Short-Term Interruption > 1 Week	Action for Long-Term Interruptions	
		1 - 4 Weeks	> 4 Weeks
Snow Disruption	Office staff will work from home where necessary. Engineering works will be conducted as completely as possible. If appointments are missed, they will be rescheduled at the earliest opportunity.	Office staff will work from home as long as travel is unsafe. Long term engineering/project work delays will be dealt with on a job-by-job basis.	Adverse conditions unlikely to persist this long.
Other adverse weather (Ice / Wind / Storm)	Operations will be carried out as completely as possible. Safety is always number one priority, and should staff be unable to get to work, they will not be penalised. Office staff can work from home. Engineering works will be carried out as completely as possible, and only when safe.	Operations will be carried out as completely as possible. Safety is always number one priority, and should staff be unable to get to work, they will not be penalised. Office staff can work from home. Engineering works will be carried out as completely as possible, and only when safe. If appropriate, we will temporarily prioritise reactive/emergency calls over PPM activity	Adverse conditions unlikely to persist this long.

3.3.6. Major obstructions on the road preventing access to sites

All our vehicles are managed through our vehicle tracking system. By monitoring traffic changes or obstructions on a daily basis, we are able to plan ahead and divert vehicles to a different route when needed.

Characteristics of Interruption	Action for Short-Term Interruption > 1 Week	Action for Long-Term Interruptions	
		1 - 4 Weeks	> 4 Weeks
Road Works / Traffic Jams	Journeys are planned to mitigate time loss through traffic delays. Vehicles can be diverted around traffic in real time.	Journeys are planned to mitigate time loss through traffic delays. Temporary road works will be accounted for in journey planning, and works scheduling.	Journeys are planned to mitigate time loss through traffic delays. Long-term road works will be accounted for in journey planning, and works scheduling.
Foreign Object Obstruction (Eg. Fallen Trees)	Journeys will be rerouted where possible to avoid obstructions. Where no alternative route is available, the appropriate authority will be contacted to remove the obstruction as soon as possible.	If there is a long-term or persistent obstruction, its cause will be investigated, and means for its removal will be arranged either by ourselves or the appropriate authority.	We do not foresee a situation where an obstruction will be in place this long.

3.3.7. Disruption to supply chain such as loss of key suppliers.

Where possible, products are sourced directly from manufacturers. We also have, however, a number of key, trusted suppliers to draw upon who have been subject to a stringent vetting process based on quality and reliability. If this fails, the next step would be to offer the most cost-effective means of migrating the failed system to an alternative manufactured system. We keep a high volume of stock in our vehicles and our head office depot contains back-up equipment such as batteries, fire alarm panels and field devices.

Characteristics of Interruption	Action for Short-Term Interruption > 1 Week	Action for Long-Term Interruptions	
		1 - 4 Weeks	> 4 Weeks
Loss of a supplier	Reliance will be placed on existing stock while replacement suppliers are sourced	Temporary suppliers will be used where necessary. Replacement suppliers will be put in place during this time.	Replacement suppliers in place.

It should be noted that the majority of suppliers used by Clymac are for fire and security products and systems which are open protocol. Therefore “mixing” products from different suppliers/manufacturers on the same system is possible, as well as switching the entire system from one make to another.

3.3.8. Changes in the market leading to significant increases in price for certain equipment

A meeting with the client would be arranged to discuss the most cost-effective way to proceed with the contract.

Closely monitoring any potential risks to contract delivery using our risk register allows us to offset any negative consequences for the client. This meticulous system for risk management ensures that we are able to overcome unavoidable disruptions to our working processes, and are able to meet the required time frames at all times.

Characteristics of Interruption	Action for Short-Term Interruption > 1 Week	Action for Long-Term Interruptions	
		1 - 4 Weeks	> 4 Weeks
Price Increases	A meeting with appropriate clients will be held to discuss potential issues.	We will attempt to source equipment elsewhere, or offset negative consequences through application of our risk register.	Issues will be resolved by switching product

It should be noted that the majority of suppliers used by Clymac are for fire and security products and systems which are open protocol. Therefore “mixing” products from different suppliers/manufacturers on the same system is possible, as well as switching the entire system from one make to another.

4. Roles and Responsibilities

During an emergency these are the roles and responsibilities.

Role	Who	Responsibilities
Business Continuity Manager (BCM)	Martin Lynch (Director) Back-up = Cliff Wright (Director)	Contacting the Chief Review Officer at first knowledge of an emergency. Arranging the initial meeting of the Emergency Decision Group (BCM, CRO and Technology Advisor) to: <ul style="list-style-type: none"> • Activate the Business Continuity Plan • Undertake emergency tasks • Confirm critical business functions and business recovery location • Reinstating services at Clymac
Chief Review Officer (CRO)	Brian Pickering (National Service Manager) Back-up = Cliff Wright (Director)	Contacting the BCM at first knowledge of an emergency. Ratifying the decisions of the Emergency Decision Group Communicating to the organisation (including the board)
Business Recovery Office Manager	Alan Physick (Contracts Manager) Back-up = Jessica Southwart (Accountant)	Co-ordinate the setting-up of the business recovery office along with the managers.
Technology Advisor	Derek Unwin (KEY Computer Systems) in association with John Wortley (Senior design Engineer) and/or Ben Gannon (Senior Tech Support Engineer)	Co-ordinate the management of IT
Communication Contact Roles	All of Clymac's 10No. regional Account Managers under direction from the Business Recovery Office Manager	Communicating with: <ul style="list-style-type: none"> • Clients – Clymac Account Managers • Suppliers – Business Recovery Office Manager

Signature: *Martin Lynch* |

Position: Director

Date: 30/04/2020

Review: 01/05/2021