



Disaster Recovery Business Continuity Plan

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Distribution
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1. Scope

The contents of this document have been compiled in order to minimize any delay in the full return to normal operations carried out at the site following incidents that may cause disruption to normal business.

It is considered that incidents that affect plant and equipment or loss of premises due to flood or fire etc. will affect the company's ability to meet the requirements of its customers.

This document aims to identify key procedures and personnel in the event of an incident that disrupts the company's normal production ability. The task of the 'key personnel' is to initiate procedures in order to identify tasks and arrange remedial actions following a disruptive incident in order for Jual's head office to resume normal business in the swiftest timescale.

Key personnel must also be identified to ensure that communications are in place with regard to internal and external customers as well as company personnel.

The key personnel with responsibilities outlined within this plan will be known as the Disaster Recovery Coordination Team (DRCT).

The first contact for all emergencies should be the Managing Director.

In addition the Managing Director heads and coordinates the DRCT. The Financial Director deputises in the Managing Director's absence.

While it is considered that the most likely outcome is a partial destruction of the site from fire or flood, this document attempts to cover all foreseeable occurrences that may impact the company's ability to meet the requirements of its customers. It is however critical that the DRCT adopt a flexible approach using their experience and knowledge to deal with issues not previously foreseen.

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2. DRCT Organisation chart

Coordinator **Alison Brown**
Deputy **Olivia Brown**

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3. Personnel call out list and area of responsibility

Action required in the event of a disaster inside/outside normal working hours

All of the following personnel are to be contacted in the event of a disaster occurring:

Alison Brown Managing Director	Mobile	07714 205824
Olivia Brown Sales and Financial Director	Mobile	07469 897566

Standard evacuation procedures are to be applied

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Areas of responsibility	Name
Media contact	Alison Brown
Operations	Olivia Brown
Health, safety and facilities	Olivia Brown
Production equipment	Olivia Brown
Utilities (water, gas, electric etc)	Olivia Brown
Computer systems / infrastructure	Alison Brown
Suppliers	Alison Brown
Customers	Alison Brown
Temp outsourcing	Alison Brown
Quality (outsourced work)	Olivia Brown
Insurance	Alison Brown
Relocation to alternative site	Alison Brown

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Instructions for Attending Personnel

Assuming a disaster has taken place you will arrive on site to find a certain amount of confusion. There will be some or all the following in attendance:

- Security company
- Fire Brigade
- Utility providers (gas, electric, water)
- Police
- The Press

Firstly you should contact the Chief Fire Officer to define the extent of the problem so that you can make an accurate decision on what you need to do and if any other personnel need to be called out.

Under no circumstances should you talk to the Press except to say:

“A statement will be made shortly as and when the facts are known”

4. Immediate requirements

Temporary accommodation

Should an event occur that is likely to disrupt the normal practices of the business it is critical that a communications centre is established. This is the most immediate requirement and is crucial if the DRCT is to be effective.

The location of the communications centre should be sited as conveniently as possible to the problem area. The accommodation of the communications centre cannot be established on the assumptions made within the scope of this plan but an assessment and subsequent decision will be made by the Managing Director and/or deputy regarding the location of the communications centre. The decision should be made giving consideration to logistics and the safety of all staff. Where a disaster is limited to a specific area or production process, the communications centre should be located where possible in the same building as the affected area.

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Communication to staff

The extent of the event will depend on what information is available to provide to staff i.e. when site will re-open, if some parts of site can be worked in and the H&S precautions. The DRCT will assess the situation and the Managing Director or deputy will advise all staff what the initial next course of action will be.

Limited loss accommodation

If the disaster is limited to a specific area of the plant it will be the responsibility of the DRCT to determine whether and how other areas of either facility can be used as an alternative and whether machinery in unaffected areas of a site can remain in normal production. Once again it is crucial that an assessment is made even in areas that appear to be unaffected. (The result of this assessment must be communicated to the person in charge of considering alternative premises).

Contact insurers

It is critical that company insurers are contacted and advised of the situation. They may also provide advice assistance and advise how to proceed with regard to getting operational in the shortest time possible. It is the responsibility of the Financial Director to contact the insurers and provide details of the DRCT contacts.

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5. Events and possible disruption

Event	Possible cause	Likely disruption
Flood	Failure of water mains Severe Weather	Flood is a serious event that can cause a great deal of disruption to normal business. Large floods would most likely affect power supply, access and egress, plant and building damage. In addition there may also be environmental issues where a flood is experienced. Clean ups following a flood take time with often previously unforeseen problems arising. The re-commissioning of plant is a long process requiring imported skills.
Fire and explosion	Aircraft crash Electrical fault or failure Arson Faulty equipment Ignition of flammable liquids Smoking materials Lightning Terrorist attack	Fire is possibly the most destructive force that threatens a company's ability to conduct normal business. It is clearly foreseeable that a major fire is likely to affect all equipment and the integrity of the building itself Another key factor to consider with regard to fire is the clean up operation. Often, serious damage is caused by the extinguishing of even small fires.
IT and communications systems loss	Equipment failure virus or worm Loss of power	Losses of IT and Communications for extended times will most likely have serious consequences regarding the company's ability to operate normal, particularly if system is shared with other sites. The loss of the above would impair the company's ability to communicate with its customer base (incl. links with customers) and order parts. IT failure would also affect production processes and test equipment. Loss of IT may cause loss of critical data.
Power supply failure	Provider failure Damage to supply (i.e. road works) Flood Fire	Loss of IT and telephone systems. Loss of manufacturing equipment. Loss of lighting and access control. Fire and security systems impairment.
Water supply failure	Provider failure	Loss of toilet and welfare facilities.

	Drain failure	
Pandemic	Virus	Loss of available and trained staff. Ability to open premises and provide services.
The 'Events, possible causes and likely disruption' listed above should not be considered as an exhaustive list but are examples of factors that may lead to the roles of DRCT to be activated.		

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6. Customers

In the event of a disaster it is critical to maintain an ongoing contact with the customer base insuring that recovery progress is communicated. This line of communication is crucial if the company is to prevent any loss of goodwill or confidence.

It is a key requirement that principal customer contacts are available and that a full communication facility is restored as a priority.

A full customer list is contained within the company's SAGE system and can be retrieved from the backups held offsite by our IT Contractors.

7. Utilities

If required the Financial Director is responsible for contacting the utilities suppliers and also the Landlord to ensure emergency supplies of utilities are installed. This will include electricity and water.

An assessment for certain utilities must be made before the re-commissioning process is initiated i.e. it must be established that it is safe to power up electrical systems following a flood or equipment that may have been affected by extinguishing sources.

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8. Computer systems and data

The SAGE system is backed up to the local USB drive, and also to the network drive on a daily basis. This can be accessed remotely by the IT Contractor.

Emails are also backed up in the cloud by the service provider and retrievable.

9. Suppliers

All key approved suppliers shall be contacted first to advise situation and to prevent disruption i.e. alternative delivery addresses. All remaining suppliers are to be contacted thereafter.

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10. Equipment, staff and action plan

The most likely trigger for the DRCT to be activated is a loss to part of the building to flood etc. or the loss of a single piece of equipment that prevents the company from meeting the requirements of its customers. These more isolated incidents may not require all members of the DRCT. Where the whole team is not required the Managing Director or deputy has the task of identifying the most suitable members of the team to tackle the incident.

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Equipment requirements

Production Area	Quantity
Embroidery Machine and associated computer	4
Print Machine and accessories	1
Common threads	all
Office	
Portacabin/ office area	1
PC's/Laptops	1
Printer	1
Desks / Tables	2
Fax	1

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Action plan

Activity	Ownership	Detail	Method	Detail	Date Completed
Communication – Customer	MD	Customers	Prepared written statement/direct contact		
Communication – Financial	MD	Bank	Direct Communication		
Communication – Staff	MD	Staff Briefing	Prepared written statement/direct contact		
Resourcing	MD	Alternative premises	Direct communication		
Communication – Suppliers	MD	Suppliers	Prepared written statement/direct contact		
Communication – Service Utilities Providers	SFD	Electricity and water	Direct Communication		
Communication - Landlord	MD	Security of Premises/ Utilities	Direct Communication		
Services – IT Services	MD	Rebuild of Network Infrastructure	Direct Communication		
Communication – Insurance	SFD	Insurance providers	Written and Verbal communication		
Communications - Phones	MD	Establish telephony lines	Verbal communication		
Operational – stock check	SFD	Stock Check of salvageable stock			

Operational – stock check	SFD	Stock Check of salvageable Customer stock			
Financial	SFD	Temporary funding (if applicable)	Written communication		
Communication – Local Authority	MD		Written communication		

11. External services call out list

Company	Function	Contact details
EDF	Electrical Supply	0800 096 22555 Account number – Unit 1 – 671 035 186 975 Unit 2 – 671 035 186 913
Wessex Water	Water supply	0845 600 3600 Account number - M10010270 Unit 1- meter 2010010270039 Unit 2 – meter 2010010270048
John Marchant Electrical	Alarms and Security	07860 709 791
PC Comms	Computer services and accessories	01278 458 558
Xpres / Lanier	Printing Machine	01332 855 085
Southwest Comms	Phones	0844 871 2020
James Broughton	Landlord – Utilities/ locks	07768 111 442
Bradon UK	Embroidery Machines	01773 528 212

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12. Outsourcing

Where an incident or breakdown occurs an assessment must be made by the appointed members of the team to establish how the incident will affect the company's ability to meet the requirements of its customers.

The DRCT must make every attempt, following a disaster, to implement the plan and resume normal operations as quickly as reasonably practicable. The length of time this will take will vary depending on the cause of the disruption.

A decision will be made by the Managing Director or Deputy with regard to outsourcing production to meet customer requirements.

Several issues will need to be assessed prior to the decision to outsource work. These issues include transfer of data, fixtures, material data, test, tooling and quality assurance.

It should be expected that approval would be required from the customer affected prior to outsourcing.

Activity	Outsourcing partner
Printing	Screenworks, Matt Daines 01440 766 333

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13 Summary

Disaster recovery is a reactive plan following incidents or disasters. It is critical that the company continues to act pro-actively to prevent the hazards being realised.

The plan identifies key personnel within the company with the necessary skill, knowledge and flexibility to act within the plan and to deal with issues not previously foreseen. While these key personnel are identified, the enrolment of other assistance whether internal or external should be expected.

It is critical that this plan remains a live document. Regular meetings should be planned and attended by the team. The team meetings need to not only address any changes or improvements that have been implemented, but should also discuss control measures to prevent disaster occurrence.

14 Issue control

Document issue record				
Issue No.	Amendment detail	Author	Date	Approved by
1	New procedure	AD	Dec 2013	AB
2	Update of details	AB	Dec 2020	AB

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