

COWANS DIRECT LTD.

BUSINESS CONTINUITY MANAGEMENT

OVERVIEW

Definition of Business Continuity Management

Business Continuity Management is defined as a holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience with the capability for an effective response that safeguards the interest of its key stakeholders, reputation and value creating activities.

These impacts or 'crisis' include:

- Building or site incidents: for example, flood, fire, terrorist attack on buildings affecting access to or from buildings and sites
- Infrastructure incidents: for example, loss of computer / telephony systems, loss of power
- Staff / Operational incidents: for example, loss of key staff, loss of critical documents
- Widespread environmental factors: for example, flu pandemic, fuel shortages

COWANS DIRECT LTD Business Continuity Plan consists of one plan to cover different operations, based at our headquarters – Unit 5 Abbey Mead Industrial Park, Brooker Road, Waltham Abbey. EN9 1HU. The primary objective of the Business Continuity Plan is to show how COWANS DIRECT LTD would respond to identified risks and continue to manage its operations under adverse circumstances.

Chain of Command

Overall responsibility for business continuity in the organisation is held by the Managing Director and in his/her absence the Sales & Marketing Director.

Crisis Management Group

If a major disaster occurs then the COWANS DIRECT LTD Crisis Management Group will be mobilised. The membership of this group will consist of the Managing Director, Sales & Marketing Director, IT Manager, General Manager and Logistics Manager. All communication with the media must be via the Sales & Marketing Director.

Documentation and location (example below)

Name of document	Location
Business Continuity Plan	
Appendix A: Crisis Management Group	Staff Notice Board
Appendix B: Key Stakeholders Contacts	Reception
Appendix C: Staff Contact Details	Human Resources Department
Appendix D: Organisational Chart	Staff Handbook

Review of Business Continuity Plan

A comprehensive review of risk is taken at least annually by the Crisis Management Group. These revised plans must be submitted to the Management for incorporation within the Business Continuity Plan.

Training

All staff are made aware of their roles and responsibilities as part of their induction and performance review. Their responsibilities include awareness of key policies and procedures, including the Business Continuity Plan. Staff must take personal responsibility to ensure they are familiar with the content of the Plan so they know who to contact in case of an incident and how they can contribute to the plan's implementation.

Coordinated Responses

The Plan should not be implemented in isolation, but where possible, should be used in conjunction with the Business Continuity and Emergency Plans of the local authority and emergency services in which it operates.

Risk Assessment and Response

The following table [for example] identifies some of the main risks, their likely level of impact on operations and the planned responses to address these risks.

Risk Area	Details	Risk Level	Action / Response
Fire	Caused by carelessness, accident, terrorism, etc.	Low	The Logistics Manager has overall responsibility in respect of health and safety risks.
Loss of data	Caused by technical fault, human error or sabotage	Medium	The IT Manager has overall responsibility in respect of data. All electronic files are backed up every night and weekly copies kept out of the office Key paper documents should be scanned

Recording Incidents

Details of major incidents and actions taken will be recorded. These notes may be referred to if there is any further investigation and it will also inform future business continuity planning.

Key Contacts

Position	Name	Mobile number
Managing Director	Kevin Foot	
Sales & Marketing Director	Lee Mears	
IT Manager	Peter Sinclair	
General Manager	Philip Frankland	
Logistics Manager	Jason Todd	

Step One

If you have a concern, the first point of contact should be your line manager. This can be done orally or in writing.

Step Two

If you feel unable to raise the matter with your line manager, for whatever reason, please raise the matter with the Sales & Marketing Director.

Step Three

If step one and two have been followed and you still have concerns, or if you feel the matter is serious and cannot be discussed with any of the above, you should contact the Managing Director.

Handling the Matter

Once we know of your concern, we will look into it to assess initially what action should be taken. This may involve an internal enquiry or a more formal investigation. We will tell you who is handling the matter, how you can contact them and whether any further assistance may be needed. You can request a written summary of your concern/s and how the organisation proposes to handle it/them. If your concerns fall more properly within the grievance procedure, we will tell you.

In the case of a situation under the Safeguarding (Adults / Children) policy, the concern will be handed across to the relevant Statutory Service to investigate.

If you feel that the matter has not been dealt with in accordance with the law, there are other organisations you can contact depending on your concern:

While we cannot guarantee that we will respond to all matters in the way that you might wish, we will try to handle the matter fairly and properly.