AVK-SEG (UK) LTD QEMS0084 BUSINESS CONTINUITY PLAN

OVERVIEW

1. 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 shareholders, 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 computers / telephone systems, loss of power

- Staff / Operational incidents: for example, loss of key staff, loss of critical documents

- Widespread environmental factors: for example, flue pandemic, fuel shortages.

AVK-SEG business continuity plan consists of one plan to cover five different locations, namely all our offices:

1. Power Systems House, 1–3 Malvern Road, Maidenhead, SL6 7RE

2. Huddersfield Office, Units 8–9 Linfit Court, Colliers Way, Clayton West, Huddersfield, HD8 9 WL

3. London Office, Marylebone House, 52-54 St John Street, London, EC1M 4HF

4. **Kent Office, Unit 4, Cliffe Court, Medway City Estate, Rochester, Kent, ME2 4GU**

5. Dublin Office, 39 Orion Business Campus, Northwest Business Park, Ballycoolin, Dublin, D15 CK80

The primary objective of this Business Continuity Plan is to show how AVK-SEG would respond to identified risks and continue to manage its operations under adverse circumstances.

2. Chain of Command

Overall responsibility for business continuity in the organisation is held by Neil Aitchison, our Financial Director, and in his absence Chris Pritchard, our Managing Director.

UK Head Office (UK Registered no.2412510)
AVK|SEG (UK) Ltd, Power Systems House, Malvern Road, Maidenhead, Berkshire, SL6 7RE
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3. Crisis Management Group

If a major disaster occurs, then the Crisis Management group will be mobilised. The membership of this group will be all directors and managers. All communication with the media must be via our Marketing Manager, Rebecca Blackwell.

4. Documentation and Location

All documents are also stored electronically on our main server and form part of our main computer back up and off-site recovery services. This document can be found in: X:\QMS Procedures\Compliance Procedures

5. Review of Business Continuity Plan

A comprehensive review of risk will be taken at least annually. These revised plans will be submitted to the Management Committee for review and final approval. Updates will be made to the document should there be organisational restructuring and compliance@avk-seg.co.uk will send the information out to the company.

6. Training

All staff are made aware of their roles and responsibilities as part of their induction. Their responsibilities include awareness of key policies and procedures, including the Business Continuity plan. A toolbox talk will be sent annually to all staff on the latest 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

Refer to: QEMS0068A Fire Evacuation Procedure Maidenhead
QEMS0068B Fire Evacuation Procedure Huddersfield
QEM0S069A Fire Emergency Plan Maidenhead
QEMS0069B Fire Emergency Plan London
QEMS0415 Emergency Spillage Procedure
QEMS0424 Incident Report Form
QEMS0084 Business Continuity Plan

7. Coordinated Responses

The plan should not be implemented in isolation, but where possible, should be used in conjunction with the emergency plans of the host local authority and emergency services in which it operates.

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8. Technical Data Capability

Specifically, in the UK, we have made investments in our technology infrastructure to ensure we operate all our systems and processes remotely with no interruption to normal service levels. This will ensure we are able to provide seamless services should any of our colleagues needs to work remotely. (e.g. due to self-isolation, school closures, etc). We have tested our business continuity strategies to confirm we can provide 'business as usual' should our entire work force need to work remotely. In the event of this happening we would operate as follows:

8.1 Reception staff have remote access to our switchboard;

8.2 Desk phones will revert to soft phones, allowing continuous phone access to our teams;

8.3 All tool's for managing enquiries, quotes, order processing would be remotely accessed by our teams via laptops;

8.4 Microsoft teams would be used internally to work with our customers for productive collaboration and content sharing.

9. Risk Assessment and Response

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

Risk Area	Details	Risk Level	Action / Response
Fire	Caused by carelessness, accident, terrorism etc	Low	Chris Pritchard has overall responsibility in respect of health and safety aspects. In accordance with the Fire Precautions Regulations 1997 there are emergency procedures in place for each

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			office. TBT's and fire drills are carried out every 6 months.
Loss of Data	Caused by technical fault, human error or sabotage	Medium	All electronic files are backed up and hard drives removed on a daily basis
Unable to access office due to weather or illness	Bad weather making travel to the office not possible, illness that requires staff to stay at home	Low	Staff with laptops are able to work from home as we have a cloud-based system. Buddy system in place so disruptions in level of service are minor
Power Failure at Head Office	Grid supply failure for more than 4 hours	Low	Backup generators on site should there be a power failure.
Pandemic	Coronavirus	Med	Follow guidelines issued for WHO and GOV; refer to section 8 'Technical Data Capability'.
Environmental Spill	Coolant leakage	Low	Spill kits are available at Maidenhead, Huddersfield, Kent and Dublin. All staff are trained at induction on how to use the spill kits,

			TBT refreshers are sent out annually
Note: further business risks can be found in QEMS0626			

10. Recording Incidents

Details of major incidents and action taken are to be recorded. These notes may be referred to if there is further investigation and it will also help develop future business continuity planning.

11. Key Contacts

All decisions made will be discussed with Neil Aitchison and authorised by Chris Pritchard. Should either of them be absent in an emergency the one available will make the final decision. Once a decision has been made the information will be sent to the below key contacts who will then forward it onto the staff members they are responsible for.

Position	Name	Office	Mobile Number
Managing Director	Chris Pritchard	Maidenhead	07785 228208
Finance Director	Neil Aitchison	Maidenhead	07793 242564
Sales Director	Ben Pritchard	London	07917 368264
Controls Director	John Beesley	Huddersfield	07900 901304
Projects Director	Mark Dawkins	Maidenhead	07841 781753
Huddersfield Office	Richard Turner	Huddersfield	07584 427636
Kent Office	Darrell Vaz	Kent	07841 338710
UK & Ireland Sales Manager	Darren Stapleton	Maidenhead	07718 479372
Head of Engineering	Mick Court	Maidenhead	07720 410080

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General manager for Dublin	Dave Goulding	Dublin	00353 86032 1240
External Health and Safety Advisor	Colin Harvell	External	07739 865261
Head of HR	Jon Norris	Maidenhead	07842 314831

12. Departmental Contingency Planning

Each department within the company has a Crisis Manager allocated to it. They have overall responsibility for ensuring any business updates in the case of an emergency are sent through to their teams and implemented.

Controls and Projects – Crisis Manager - John Beesley

Question	Answer
Would your department be able to keep operating if a staff member was quarantined for two weeks?	Yes – whilst there are only three of us, we would operate either as if someone was holiday (if the quarantined person was sick and unable to work) or the quarantined person could work from home
Are your staff able to work remotely?	Yes
Is your buddy system enough for someone to fill another person's role in case of an unfortunate incident?	Yes - We work as a tight-knit team, and everything is carried out to our internal procedures.

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Relay Department and Dublin office: Crisis Manager - Dave Goulding

Question	Answer
Would your department be able to keep operating if a staff member was quarantined for two weeks?	Yes
Are your staff able to work remotely	Yes
Is your buddy system enough for someone to fill another person's role in case of an unfortunate incident?	Yes

Sales Department: Crisis Manager Ben Pritchard

Question	Answer
Would your department be able to keep operating if a staff member was quarantined for two weeks?	Yes
Are your staff able to work remotely?	Yes
Is your buddy system enough for someone to fill another person's role in case of an unfortunate incident?	Yes

Finance Department: Crisis Manager Neil Aitchison

Question	Answer
Would your department be able to keep operating if a staff member was quarantined for two weeks?	The Finance Department would continue as normal if a member of staff was quarantined for two weeks.
Are your staff able to work remotely?	All Finance are able to work remotely.
Is your buddy system enough for someone to fill another person's role in case of an unfortunate incident?	The Finance department runs a continuous buddy system and ensures all notes are updated periodically.

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HR Department: Crisis Manager Jon Norris

Question	Answer
Would your department be able to keep operating if a staff member was quarantined for two weeks?	Yes – Company laptop, remote access to all areas of employee files and payroll systems available
Are your staff able to work remotely?	Yes
Is your buddy system enough for someone to fill another person's role in case of an unfortunate incident?	Yes, Neil Aitchison – Finance Director can operate all essential Human Resources with support from Just Employment Law and Payroll function

Project Department: Crisis Manager Mark Dawkins

Question	Answer
Would your department be able to keep operating if a staff member was quarantined for two weeks?	Yes, this is in progress now
Are your staff able to work remotely?	Yes they already do this
Is your buddy system enough for someone to fill another person's role in case of an unfortunate incident?	No buddy system as such, but if an unfortunate accident occured we would pull together to deliver as necessary

Engineering Department: Crisis Manager Mick Court

Question	Answer
Would your department be able to keep operating if a staff member was quarantined for two weeks?	Yes, we have sufficient staff to cover any single absences
Are your staff able to work remotely?	Yes for the Engineering team. The CAD team would need to have their PC/screen set up transferred to the remote location. Internet connection would need to have large bandwidth to allow transfer of large drawing files

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Is your buddy system enough for someone to fill another person's role in case of an unfortunate incident?	Yes

Service Sales Department: Crisis Manager Darren Stapleton

Question	Answer
Would your department be able to keep operating if a staff member was quarantined for two weeks?	Yes we use a centralised system and all clients are logged and kept for everyone to see
Are your staff able to work remotely?	Yes, all but one admin work from home on a daily basis and the admin now has the ability to work from home.
Is your buddy system enough for someone to fill another person's role in case of an unfortunate incident?	Yes, we all share information which is kept centrally and there are other admin personnel who can support our function.

Huddersfield Office: Crisis Manager Richard Turner

Question	Answer
Would your department be able to keep operating if a staff member was quarantined for two weeks?	Yes all other members would increase their workload but would be manageable.
Are your staff able to work remotely?	Yes most are coping well. Some i.e. warehouse etc need to be in the office.
Is your buddy system enough for someone to fill another person's role in case of an unfortunate incident?	Yes, all positions have more than one person that can take over the workload and continue till a replacement is found.

13 January 2022
Chris Pritchard
Managing Director