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BUSINESS CONTINUITY PLAN

The following premises are covered in this document:

Radiocomms Systems Limited
Units 2 & 3, The Chase Centre
8 Chase Road, Park Royal
London NW10 6QD
Phone: 0844 567 5670
E mail: Compliance@radiocomms.co.uk



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Distribution List

Name	Job Title
Mark Blythe	Managing Director
Rieg Van Waveren	Finance Director
Bhupinder Sidhu	Operations Director
Bina Dabasia	Operations Supervisor
Steve Kennedy	Engineering Manager
IT CNC	IT Services Provider
All Radiocomms Staff	One Drive
Document Owner and Maintainer	
Document Owner:	Bhupinder Sidhu – Operations Director
Document Maintainer:	Bina Dabasia – Operations Supervisor

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1. Aim of the Plan

The purpose of this Business Continuity Plan is to prepare Radiocomms to be able to respond to, and recover from, a disruption in the least amount of time possible. As well as ensuring that the business can function at such a level, thereby reducing the impact to our customers.

2. Objectives of the Plan

The objectives are as follows:

- Recover Radiocomms status to pre-incident condition in the optimal time frame
- Protect staff and ensure their welfare
- Limit the impact and protect the reputation of Radiocomms
- Secure customer communication
- Restore IT systems necessary for order processing and equipment configuration
- Restore facilities necessary for order processing and equipment configuration
- Restore on site installation and maintenance services
- Secure supply chain
- Secure distribution routes
- Restore finance and administration functions

The attached Impact Analysis details interdependency of functions with required resource and impact of not being able to operate each function.


In turn, the Impact Analysis shows priorities and requirements for recovery of each function with target timescales and required resource

3. Recovery Management Team (RMT)

If a disaster occurs the members of our team tasked with implementing this plan are:

Name	Title	Mobile number:
Mark Blythe	Managing Director	07971 185 177
Bhupinder Sidhu	Operations Director - RECOVERY MANAGER	07580 109 555
Rieg Van Waveren	Finance Director	07557 113 749
Bina Dabasia	Operations Supervisor	07943 126 421
Steve Kennedy	Engineering Manager	07973 676 350

The **RM** leads the **RMT**. The **RM** has the final authority on decisions that must be made during the recovery.

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4. Triggers for Implementing Business Continuity Plan

'Trigger events' that would necessitate the activation of this plan:	<ul style="list-style-type: none"> • Scenario 1 - Premises incident (e.g. flood, fire, or any other disaster that renders our office inaccessible) • Scenario 2 - Infrastructure incident (e.g. the loss of computer/telephony systems, internet access or power) • Scenario 3 - Staff incident (e.g. a sudden family emergency, injury or other event which renders one or more key members of staff unable to work.) • Scenario 4 – IT Incident with loss of or intrusion of IT systems which reduces availability
The primary location for the response to be managed from is:	<ul style="list-style-type: none"> • Units 2 & 3, The Chase Centre if accessible, if not • Regus Serviced Offices, Park Royal

5. Staff Welfare

Implementation of this plan may cause additional pressures for staff. Staff members need to be given clear direction about the priorities of the business.

Managers must ensure that they monitor staff more closely to ensure that their welfare is maintained.

Staff should be aware of what their role is when a major disruption occurs.

Clear and concise communication with staff is vital to achieving our recovery.

Staff must be made aware of what communication methods are going to be used.

They need to be told, if they are going to be working from a different location than normal.

Should staff members suffer undue stress or trauma from the business disruption the business must consider providing assistance for those staff


5. Communicating with staff / customers / stakeholders

It is the responsibility of the RM and Managing Director to decide what is to be communicated. The Managing Director/RM will draft a statement which is to be disseminated to all staff/customers/stakeholders via the RMT.

6. Critical equipment

It is the responsibility of the RM to liaise with Senior Management to identify which equipment requires replacing immediately and which staff must be functional in the shortest amount of time.

NB FOR DETAILED ACTIONS READ ACTION PLAN TAB OF IMPACT ANALYSIS WORKBOOK

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7. Scenario 1 – Premises Incident – In office hours

A premises incident can include flood, fire, road blocked or any other incident that renders our office inaccessible.


NB FOR DETAILED ACTIONS READ ACTION PLAN TAB OF IMPACT ANALYSIS WORKBOOK

1 – EVACUATION OF PREMISES AND SAFEGUARDING OF STAFF – IN HOURS

Action	Details	Responsible Person (s)
Evacuate the building	Follow normal fire drill procedure	BS
Check evacuation is complete	Staff and visitor safety is the priority. Check everyone site has been evacuated	BS
Verify if incident is real	If false alarm, resume business as normal	BS
Call emergency services	999 / 112	BS
Record details of any injuries sustained in the incident	Accident Book	BS
Alert Staff	Alert any staff due to arrive on site soon of the incident and tell them to await further instructions	All
Assess impact and implement plan	RMT to meet to assess the scale of the incident and decide on the next steps	RMT
Implement BIA Action Plan	Return to 75% Operation by Day 2 and 100% by Day 7	All

2 – PREMISES INCIDENT – OUT OF HOURS

Action	Details	Responsible Person
First person on site to notify Directors	Do not enter the building	All Staff
Call emergency services	999 / 112	All staff
Alert Staff	Alert any staff due to arrive on site soon of the incident and tell them to await further instructions.	All Staff
Assess impact	RMT meet to assess the scale of the incident and decide next steps	RMT
Phones	Staff to use mobile phones. Contact Telephone Provider and ask for office lines to be forwarded to staff mobiles	BS/BD
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space.	All
Equipment Protection and Salvage	<p>Materials and Equipment at the damaged site must be protected to avoid any further damage. Some of this may be salvageable.</p> <ul style="list-style-type: none"> Gather all salvage to a dry/safe area and cover appropriately (such as plastic sheeting to avoid water damage). As soon as practical, all salvageable equipment and supplies will be moved to a secure location. As soon as practical a complete inventory of all salvageable files and equipment must be taken 	RMT


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Inform insurance Company	Contact details: See page 9	BS
Post redirection	Form available via Royal Mail website https://www.royalmail.com/business/manage-mail/redirection-diversion	BS
Recovery to Normal	Partial Recovery Day 2 Full Recovery Day 7	All

8. Scenario 2 – Infrastructure Incident

NB FOR DETAILED ACTIONS READ ACTION PLAN TAB OF IMPACT ANALYSIS WORKBOOK

1 – If outage is temporary, inform staff to stay put and await further instructions.		
Infrastructure	Details	Responsible Person (s)
Phones	Switch all phones and capable computers to 4G/5G	BS/BD
Internet	Switch all phones and capable computers to 4G/5G Other computers to use hotspot from Mobile Phone	BS/BD
Mains power	Contact power provider to ascertain extent of outage. Contact details see Page 9	BS/BD
2 - If the outage is ongoing:		
Critical Activity	Details	Responsible Person
Phones	Staff to use WebEx service via mobile phones.	BS/BD
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space.	BS/BD
Mains power	Staff to work from home until power is restored. If power outage is widespread and staff homes are also affected contact local shared office providers to rent desk space.	BS/BD

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9. Scenario 3 – Staff Incident


NB FOR DETAILED ACTIONS READ ACTION PLAN TAB OF IMPACT ANALYSIS WORKBOOK

Critical Activity	Details	Responsible Person (s)
Identify interchangeable staff	All members of staff should have team members who can perform their roles, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out business-critical activities.	RMT
Assess extent of loss	Identify whether the affected staff member's absence is likely to be temporary, longer-term, or permanent.	RMT
Recruit temporary or full-time replacement	Follow the standard recruitment procedure to find alternative	BS/RVW/MB

10. Scenario 4 – Information Security/Availability Incident

NB FOR DETAILED ACTIONS READ ACTION PLAN TAB OF IMPACT ANALYSIS WORKBOOK

Critical Activity	Details	Responsible Person (s)
Isolate affected systems Identify Type and Extent of Incident	RMT assesses type and extent of incident with estimate of recovery time.	RMT & CNC (IT Contractor)
Advise staff and interested parties	RMT contact staff and brief situation Sales contacts customers likely to be affected. Operations contacts suppliers likely to be affected If GDPR data has been involved, RMT report to ISO	RMT Sales Operations RMT
Determine Action Required Take Action	RMT and CNC (IT Contractor) agree and implement action to rectify CNC implement action	RMT & CNC (IT Contractor) CNC
Track and assess effectiveness of Corrective Action	CNC assess recovery action and advise RMT Decision on return to normal	CNC & RMT
Advise staff and interested parties	RMT Advise Staff Return to Normal Sales Advise Customers Return to Normal Operations Advise Suppliers Return to Normal	RMT Sales Operations

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11. Recovery Phase

The purpose of the recovery phase is to resume normal working practises for the entire company.

Action	Details	Responsible Person(s)
Follow Programme for scenario shown at Action Plan Tab of Impact Analysis	Follow action plan steps and record completion	RMT
Respond to any long-term support needs of staff	Depending on the nature of the incident we may need to consider providing support services.	Directors
Publicise that there is 'now business as usual'	Inform customers through normal channels that our business is operating as normal.	All
Carry out a debrief of the incident and complete report to document opportunities for improvement and any lessons identified	This should be reviewed to ensure key actions resulting from the incident are implemented within designated time scales.	RMT
Review this Continuity Plan in light of lessons learned from incident and the response to it	Implement recommendations for improvement and update this plan. Ensure a revised version of the plan is read by all members of staff.	RMT


12. General notes on Recovery

Directors and key staff have company provided laptops and have internet access from home or other locations and can access "Hot-Spots" using tethering to mobile phones and Mi-Fi devices.

Back-ups are controlled via the back-up process and are available off-site in an emergency.

Client contact details are held in Salesforce and Sage. NB Salesforce data covers active sales contacts from January 2020 onwards.


If any or all of these systems are unavailable during an event they are backed up in an on-line secure hosted facility and system recovery will be required to access the data.

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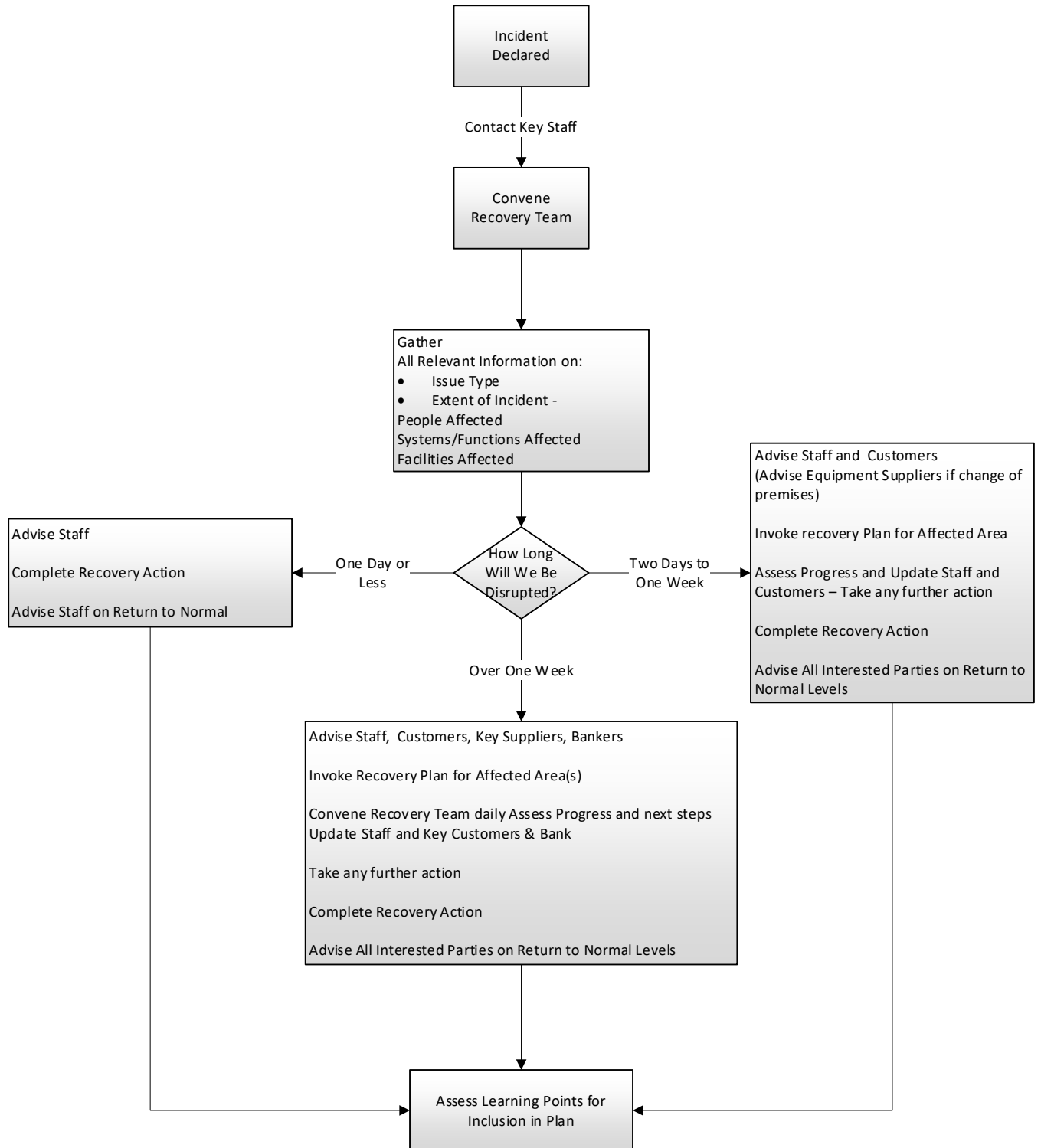
APPENDIX A – EMERGENCY RESPONSE CHECKLIST


This page should be used as a checklist during the emergency

Task	Completed (date, time, by)
Actions within 24 hours:	
Start a log of actions taken and expenses incurred	
Liaise with Emergency Services – see Page 9 for contact details	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	
Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff home, to recovery site etc	
Inform staff what is required of them	
Identify which critical functions have been disrupted	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what timeframes	
Provide information to: <ul style="list-style-type: none"> • Staff • Affected Suppliers and Customers • Insurance company • Stakeholders 	
Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements	
Recover vital assets/equipment to enable delivery of critical activities.	
Daily actions during the recovery process	Completed (date, time, by)
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuity recovery process	
Provide information to: <ul style="list-style-type: none"> • Staff • Affected Suppliers and Customers • Insurance company • Stakeholders 	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
Following the recovery process: <ul style="list-style-type: none"> • Arrange a debrief of all staff and identify any additional staff welfare needs • Use information gained from the debrief to review and update this Business Continuity Plan 	

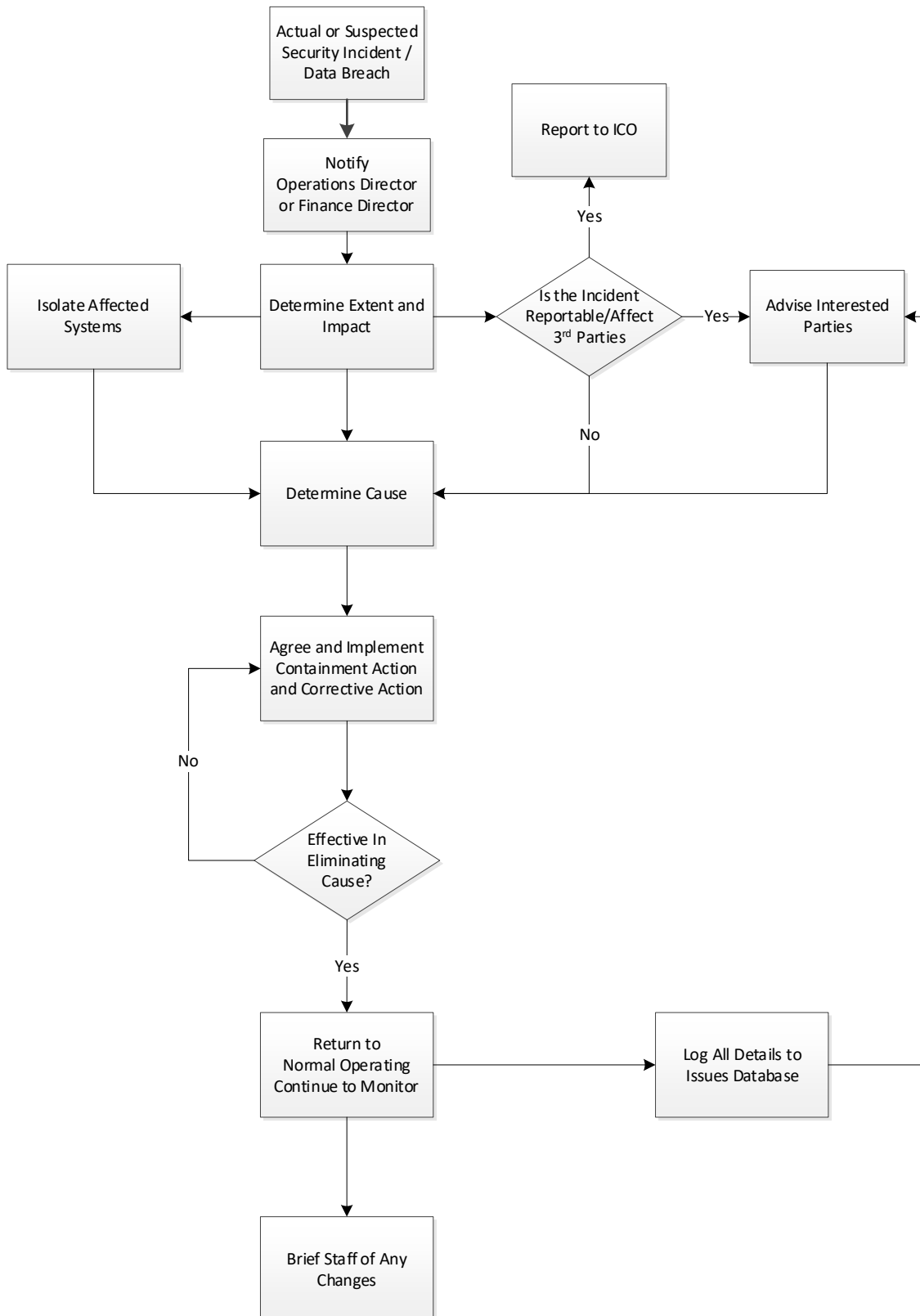
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APPENDIX B –OVERALL BUSINESS CONTINUITY PROCESS FLOW CHART



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APPENDIX B1 –IT INCIDENT FLOW CHART



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APPENDIX C – KEY EXTERNAL SUPPLIER AND SERVICES CONTACTS

Bhupinder Sidhu and Bina Dabasia to contact the relevant third parties detailed below to arrange continuity of supply.

Held in Office 365 with contact Bina and/or Sid