

Business Continuity Policy & Planning.

Policy

We will take all reasonable steps to ensure the continuity of our business in all foreseeable circumstances, to enable our business to be secure and stable.

We understand that our customers and their businesses rely upon our support and part of that includes rapid response to problems.

The ability for them to effectively communicate with us is therefore an important factor in providing and maintaining this service.

Site Locations.

We have offices at three separate locations throughout the county of Suffolk and whilst they primarily each have their own engineering and support staff, the site facilities and tasks they undertake are generally the same.

The operations of any one site can easily be assigned and carried out by one or more of the others, only slightly further away from the work source.

In the event of a major incident such as a fire, the day to day organisation of work and incoming communications from customers would be transferred to another site location.

Work Type / Mobile Engineers.

The vast majority of our work is carried out at our customer's sites, primarily our office / workshop locations are used as a base to organise this work and carry out support and administrative functions.

Our twenty five plus engineering staff are mobile, each with a service vehicle, this provides a high degree of operational flexibility and the engineers can be controlled if required from any P&R office or from virtually any location.

Personnel.

Whilst we do have key personnel who carry out specialist activities there is a high level of interaction and internal coverage to allow for holiday periods, sickness and people leaving the business, no one person being unavailable to work would have a major long term impact on our ability to continue with our normal operations.

Communication.

We use telecommunications in the form of fixed and mobile telephones as the main source of our customers contacting us and us contacting our engineers. E-mail communication is also used internally and for an increasing amount of customer contact.

There is a reasonable degree of reliance on both fixed and mobile telephone systems, internet connection and 3rd party off site data storage however these systems have been proven to be reliable and they do provide a high degree of operational flexibility.

All staff are issued with the contact details of each other to enable easy communications and managers and directors can be contacted at all times.

Data Security and Back Up.

In addition to any required paper copies which are held in the relevant office locations, electronic data back ups are regularly taken and maintained off-site to provide a secure back up of data stored on individual computers and remote servers.

In the event of data or hardware loss / failure, the back up information would be used to reinstate any information / records.

Consideration of Risk.

The risks faced by our business have been fully considered and we feel all reasonable steps have been taken to minimise any disruption to ongoing operations.

There are some circumstances such as loss of all telecoms systems countrywide or a major natural disaster that would have a significant impact upon our operations but we consider these to be very unlikely and not something we could have any control over.

We have made provision via our business insurance for a reasonable amount of business interruption cover to ensure any immediate funding is in place for relocation of operations from one location to another.

PITKIN AND RUDDOCK LTD