



## **BUSINESS CONTINUITY AND DISASTER RECOVERY POLICY**

### **Introduction and purpose**

Ioma Clothing has a Business Continuity and Disaster Recovery Policy as a means of protecting the company from any risks, the impact of major disasters and service interruptions that threaten the sustainability of our business and the performance of our contract works. Also, this Policy seeks to bring together our risk management, health and safety systems as well as business continuity arrangements to meet our obligations under the Civil Contingencies Act 2004.

### **Our Commitment to Business Continuity Management practices**

Ioma Clothing has a comprehensive Business Continuity and Disaster Recovery Policy and Plan to prepare and protect the Company from the impact of business disruptions, risks and threats as well as disasters. This Policy complements the Risk Management Plan and the production of the Company Risk Register as well as our safe system of working. To achieve this aim, the Company is subscribing to the British Continuity Institute (BCI) Newsletter and to ensure we are routinely informed of the latest legislation and good practice regarding risk management and business resilience planning. In addition, we have the assistance of Information Technology Support from Datasol Limited to ensure we have rapid access to information management and ITC recovery services.

Our Health and Safety Manager reports to the Operations Director assigned to implement the systems and structures required to protect the operational performance of the company and mitigate any threats and risks to the continuity of our service delivery. These responsibilities include establishing measures to produce a rapid resumption of service should any disruptions occur. The Operations Director co-ordinates the response of the Emergency Management Team.

### **Business continuity management and planning arrangements**

The Business Continuity Management planning, preparation and readiness arrangements include the production of a Risk Register as well as a business resilience assessment by:-

- Evaluating the range of risks associated with work wear and uniform supply and the likelihood of occurrence and business impact;
- Identifying the most critical functions, such as data recovery and unauthorised access to confidential, sensitive and restricted information demanded by our clients;
- Communicating risk mitigation procedures and the assignment of key responsibilities to Operational Director and Sales Director and the mobilisation of an Emergency Management Team (EMT) guided by the Health and Safety Manager as necessary.

This approach will ensure the rapid resumption of services to our clients, customers and end users within the target time of 12 hours at the latest. This will be achieved through the prompt redeployment of appropriate resources and sock to cover priority orders and contract terms.



## **Business Continuity Management and organisational responsibilities**

Ioma Clothing has an accepted Business Continuity Management Plan (BCM) that sets out staff roles, measures and resources to address any unforeseen and/or predictable interruptions and/or disasters to our clothing, uniform and work wear services. The following persons have been designated as responsible individuals to review, maintain and implement the company BCM Plan. These individuals are:-

- **Paul Levinson:** Managing Director (MD) is ultimately responsible for approving, reviewing and ensuring the implementation of this Policy and associated Plans and Risk Register.
- **Clive Burton:** Commercial Director is responsible for day to day operational planning, co-ordinating the Emergency Management Team, maintaining the information and contact numbers contained in the Plan, undertaking the Risk Audit and Register and carrying out the BCM rehearsal and arrangements for any re-location.
- **Adrian Thomas:** Sales Director will be the designated substitute in the absence of the Managing Director/Commercial Director for reviewing and implementing the Plan and covering the co-ordination responsibilities for the Emergency Management Team.
- **David Gilbert:** Health and Safety Manager incorporates business continuity and risk management duties within this day to day area of responsibility providing practical guidance on the disaster recovery procedure and rehearsing any relocation tasks.

## **A systematic strategy to assemble resources to mitigate risk**

The BCM strategy uses a systematic approach recommended by the Business Continuity Institute and achieves the business resilience standards by:-

- Understanding the range of diverse risks and disruptions that could impact on our ability to provide a managed uniform clothing supply service to customers;
- Identifying and auditing all the resources needed to resume a predetermined level of business and/or service in a given time including a new location if required;
- Confirming the roles and responsibilities of the Managing Director and the composition of the Emergency Management Team (EMT) to rapidly respond in a crisis and ensuring these organisational responsibilities are communicated to Managers and Supervisors and the skills required to perform these roles are rehearsed regularly;
- Embedding resilience in the business culture of Ioma Clothing and that the Responsible Directors ensures that the Emergency Management Team know the Plan and are trained in risk assessment, evacuation and business relocation. Also, that this duty is rehearsed as an annual exercise at our Merseyside based offices.



- Ensuring the Risk and BCM Plan is communicated to all staff at their Induction and their knowledge of the procedures is up dated annually by regular training and testing through a crisis scenario planning exercise linked to or Fire Drills.

### **Addressing potential business risks, threats and hazards**

The Business Continuity Management arrangements and Risk Register identifies a range of potential threats and hazards. Directors and Managers are provided with guidance from the H&S Manager and the IT and Management Information Advisor to ensure that our Policy and Business Continuity Plan meets the standards required for Public Procurement Contract Regulations.

The Health and Safety Manager is responsible for communicating and rehearsing specific measures and procedures to mitigate and reduce the potential impact of any disruption or business risk, notably extreme weather and IT failure and integrating these risks with our safe systems of working.

This responsibility also includes the rehearsal of planned arrangements to relocate to a temporary property and services offices provided by Bruntwood/Regus elsewhere on Merseyside. This may also include the transfer of order fulfilment functions through a specialist Call Centre until business support services are resumed within the 12 and 24 hour target at the latest.

### **Definition of Business Interruption and a major incident deemed a crisis.**

The Business Continuity Management Plan and risk assessment exercise for our company has examined the areas of likely disruption and ranked these occurrences against categories of a) general risk connected with our contract terms with Housing Providers and b) the specific risks associated with general building and construction sector.

These standard business interruptions to our building related works may include:-

- Fire at Woodend Avenue Industrial Estate;
- Flooding to the Woodend Avenue
- Failure of power and telephony to our offices;
- IT failure and
- Failure and/or
- Crime, burglary, fraud, vandalism and Vehicle/Plant/tool theft;
- Flu pandemic to workforce and Extreme weather and winter related threats and hazards;



## **Responding to known levels of identified risks and threats**

The company has also considered the Merseyside Fire Authority Integrated Management Plan for the major risks associated to our offices and taken these assessments into consideration within this policy response and our emergency planning arrangements

The Merseyside Fire and Rescue Integrated Risk Management Plan acknowledges the location of the offices to the Halewood Car Plant and these risks have been appraised and plans to mitigate any disaster and/or business disruption accepted. We have increased our insurance cover and included terms to contain business disruption cover to compensate for the impact of any incident in nearby premises.

## **Key task and responsibilities within the BCM Plan**

Our BCM Plan recognizes the importance of assigning specific roles and responsibilities to the Directors of the Company, the Contract Manager and the Business Support Co-ordinator as well as the Emergency Management/Resource Team (EMT). All Team Members will:-

- Designate a substitute to cover for holiday times/Absence:-
- Maintain an updated emergency contact schedule of their work team members' work, home, and mobile phone numbers.
- Retain this BCM file for reference at home as the incident/business disruption may occur after normal work hours and at a weekend/public holiday.
- Familiarise themselves with the contents of the Policy and Plan.

## **Monitoring and reporting obligations for Business Continuity Management**

The Commercial Director will report to the Managing Director any incidents or any temporary disruptions that have occurred on a quarterly basis. These reports will detail actions taken and the responses deployed to maintain performance and delivery standards during any short/temporary disruption. The company is committed to continuous improvement and the implementation of corrective actions and resources to eliminate any further risks and/or areas of uncertainty as well as threats to the operational performance of the company.

Signed:

A handwritten signature in black ink, appearing to read "P. Levinson".

Name: **Paul Levinson**

Title: MANAGING DIRECTOR

Date: 5 June 2020

Author: Clive Burton

Next Review Date: June 2024