



# Business Continuity Policy

**Distribution list:**

Mr Nigel Godwin Joint MD	Mr Paul Gillott Director
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Miss Sally Orton	Mr Darren Houghton
Mrs Clair Carpenter	Mr Ryan Hartill

**Version control:**

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01	Original version	04/05/2016
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If you have any suggestions for changing this plan, please contact:  
Mr Paul Gillott

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## 1. Aim of the plan

This plan has been designed to prepare AGW Electronics Ltd to cope with the effects of an emergency or crisis. It is intended that this document will provide the basis for a relatively quick and painless return to “business as usual” regardless of the cause.

## 2. Objectives of the plan

- Understand the critical functions and activities of the organisation.
- Analyse and respond to the risks to the organisation.
- Provide a detailed, prioritised and timetabled response to an emergency situation.
- Identify the key roles, responsibilities and contacts to respond to an emergency.

## 3. Critical Function Checklist

Priority	Critical function	Timeframe	Page
1	Damage Analysis	24hrs	4
2	Action based on damage analysis.	48hrs	6
3	Set up manufacturing premises.	1 week to 1 month	8

This list may be used as a checklist to ensure that critical tasks are completed on time and according to a pre-agreed priority schedule. It may also be used to provide a hand-over document between different shifts in the recovery process.

## 4. Command and Control

The decision to use this plan will be taken by the following, who will also be responsible for taking the “difficult” decisions for the organisation overall:

Name	Title	Contact details
Mr Nigel Godwin	MD	AGW Electronics Ltd
Mr Paul Gillott	Director	AGW Electronics Ltd

## 5. Critical Function Analysis and Recovery Process

<b>Priority:</b>	1	<b>Critical function:</b>	Damage Analysis (24hrs)
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>		<b>Leaders:</b> Nigel Godwin Paul Gillott Andy Grainger Sally Orton Darren Houghton Clair Carpenter Lance Darlow John Walters Andy Hewitt Kamlesh Vadhia Alastair Huntington	<b>Deputies:</b> Ryan Hartill Clive Tipler Graham Wieloch John Walkerdine
Potential impact on organisation if interrupted:		Loss of business	
Likelihood of interruption to organisation:		High	
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>		24 Hours.	
<b>Resources required for recovery:</b>			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>		No staff required at this time.	
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>		Leaders and Deputies to assess damage. Staffs are to be informed not to attend. Nigel Godwin is to update the website with relevant information. Dave Wilson (tech station) is to set up a server on his premises.	
Premises <i>(potential relocation or work-from-home options)</i>		Derbyshire County Council and/or commercial letting agencies are to be contacted regarding new premises. <b>(see section G for contact information)</b>	
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>		Kamlesh Vadhia and Alastair Huntington to contact customers. Sally Orton to contact suppliers. Nigel Godwin, Paul Gillott and Andy Grainger to contact staff. <b>(Also see Section 6 Contact Lists.)</b>	

Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	Paul Gillott, Andy Grainger and John Walters to assess machine damage.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	Sally Orton to assess materials for customer orders to go. Clair Carpenter to assess customer deliveries.

## 5. Critical Function Analysis and Recovery Process (continued)

<b>Priority:</b>	<b>2</b>	<b>Critical function:</b>	Action based on damage analysis. (48hrs)
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>		<p><b>Leaders:</b> Nigel Godwin Paul Gillott Andy Grainger Sally Orton Darren Houghton Clair Carpenter Lance Darlow John Walters Andy Hewitt Kamlesh Vadhia Alastair Huntington</p> <p><b>Deputies:</b> Ryan Hartill Clive Tipler Graham Wieloch John Walkerdine</p>	
Potential impact on organisation if interrupted:			Loss of business.
Likelihood of interruption to organisation:			High
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			48Hrs
<b>Resources required for recovery:</b>			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Staff may be required for cleaning and recovery duties.
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Staffs are to be informed if needed. Backup data system with tech station, access through portable laptop. Website will be updated.
Premises <i>(potential relocation or work-from-home options)</i>			Follow up telephone call with Derbyshire county council and/or commercial letting agencies regarding new premises.
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Data system will be up and running at tech station or on a portable laptop. Mobile phones will be used to contact staff, customers and suppliers.  <b>(Also see Section 6 Contact Lists.)</b>

Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	Paul Gillott, Andy Grainger and John Walters will repair machines where possible and purchase second hand machines if necessary from Edson's and Winding Technologies.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	Sally Orton to prioritise materials for customer orders to go. Clair Carpenter to prioritise customer deliveries.

## 5. Critical Function Analysis and Recovery Process (continued)

<b>Priority:</b>	<b>3</b>	<b>Critical function:</b>	Set up manufacturing premises. (1week to 1 month)
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>		<p><b>Leaders:</b></p> <p>Nigel Godwin Paul Gillott Andy Grainger Sally Orton Darren Houghton Clair Carpenter Lance Darlow John Walters Andy Hewitt Kamlesh Vadhia Alastair Huntington</p> <p><b>Deputies:</b></p> <p>Ryan Hartill Clive Tipler Graham Wieloch John Walkerdine</p>	
Potential impact on organisation if interrupted:			Loss of business.
Likelihood of interruption to organisation:			High.
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			1 week to 1 month reviewed daily for lead times on machines and materials.
<b>Resources required for recovery:</b>			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Staff required depending on priority orders and cleaning duties.
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Data system up and running.
Premises <i>(potential relocation or work-from-home options)</i>			Relocated on new premises.
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Data system up and running. Landline in place to contact staff, customers and suppliers.  <b>(Also see Section 6 Contact Lists.)</b>
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			Paul Gillott, Andy Grainger and John Walters will repair machines were possible and purchase second hand machines if necessary from Edson's and Winding Technologies.



Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	Sally Orton to priorities materials for customer orders to go. Clair Carpenter to priorities customer deliveries.
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***{This form may be copied for further critical functions and activities}***

## 6. Emergency Response Checklist

This page should be used as a checklist during the emergency.

Task	Completed (date, time, by)
<b>Actions within 24 hours:</b>	
Start of log of actions and expenses undertaken (see section 8 Action and Expenses Log)	
Liaise with emergency services (see section 6E Contact List – Emergency Services)	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	
Identify which critical functions have been disrupted (use section 3 Critical Function Checklist)	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time-frames (use section 4 Critical Function Analysis and Recovery Process)	
Provide information to: <ul style="list-style-type: none"> <li>• Staff</li> <li>• Suppliers and customers</li> <li>• Insurance company</li> </ul>	
<b>Daily actions during the recovery process:</b>	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process	
Provide information to: <ul style="list-style-type: none"> <li>• Staff</li> <li>• Suppliers and customers</li> <li>• Insurance company</li> </ul>	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
<b>Following the recovery process:</b>	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards	
Use information gained from the debrief to review and update this business continuity management plan	

## 7. Contact Lists

This section contains the contact details that are essential for continuing the operation of the organisation.

### A. Staff

See the summary employee report for staff contact details.

### B. Second Hand Machine Companies.

<b>Second Hand Machine Companies.</b>	<b>Telephone</b>	<b>Description</b>
<b>Edson Machinery</b>	<b>01342 719719</b>	<b>Multi Spindle Tag Rappers</b>
<b>Winding Technologies</b>	<b>01484 663389</b>	<b>Yans, Jovils, Marseilles'</b>
<b>ACE Company</b>	<b>07850605502</b>	<b>Jovils</b>
<b>TNK Europe Ltd</b>	<b>+44 (0) 24 76 35 11</b>	<b>Tanaka</b>

**7. Contact Lists (continued)****C. Key Suppliers**

<b>Supplier</b>	<b>Telephone</b>	<b>E-mail</b>
<b>3P</b>	<b>01623 633301</b>	<b>N/A</b>
<b>Acal BFI</b>	<b>01908 533460</b>	<b>N/A</b>
<b>Gateway</b>	<b>01270 615999</b>	<b>N/A</b>
<b>Hi-Wire</b>	<b>01977 522910</b>	<b>N/A</b>
<b>Miles Platt's</b>	<b>01162 643850</b>	<b>N/A</b>
<b>Par</b>	<b>01246 261828</b>	<b>N/A</b>
<b>Plasticity</b>	<b>01246 456296</b>	<b>N/A</b>
<b>RS</b>	<b>01536 444239</b>	<b>N/A</b>
<b>Self Adhesive</b>	<b>01189 575111</b>	<b>N/A</b>
<b>Tate</b>	<b>01543 622435</b>	<b>N/A</b>
<b>Solder King</b>	<b>01262 363088</b>	<b>N/A</b>

**D. Key Customers**

<b>Customer</b>	<b>Telephone</b>	<b>E-mail</b>
<b>Available on request from AGW Electronics Ltd</b>		

## 7. Contact Lists (continued)

### E. Utility Companies

Utility	Company	Account No	Telephone
Electricity	Engie	N/A	08001303600
Gas	Engie	N/A	08001303600
Telecommunications	Daisy	N/A	03333202000
Water	Water Plus	N/A	03450276072
Water	Yorkshire Water	N/A	03451242420
Computer System	Tech Station		01246 488844

Include a plan of your premises (for use by emergency services) showing locations of:

- Main water stop-cock
- Switches for gas and electricity supply
- Any hazardous substances
- Items that would have priority if salvage became a possibility

**F. Local Emergency Services**

<b>Service</b>	<b>Location</b>	<b>Telephone</b>
<b>Ambulance</b>	<b>Emergencies</b>	<b>999</b>
<b>Fire Service</b>	<b>Emergencies</b> <b>Staveley Fire Station</b>	<b>999</b> <b>01246 223500</b>
<b>Flood line</b>	<b>Information service</b>	<b>0345 988 1188</b>
<b>NHS Hospital</b>	<b>Chesterfield Royal Hospital</b>	<b>01246277271</b>
<b>Police</b>	<b>Emergencies</b>	<b>999</b> <b>101</b>

## G. Insurance and Finance Companies

Service	Company	Telephone	E-mail
Banking	Handelsbanken	01246 231804	Chesterfield@handelsbanken.co.uk
Insurance	Travellers Insurance Company (Policy No UCTSR5563127)	01142 684606	
Insurance Brokers	IFM Insurance Brokers Office	01142 684606	admin@ifmins.co.uk

## H. Local Authority

### Derbyshire County Council

24 hour helpline: 01629 533190

Website: [www.derbyshire.gov.uk](http://www.derbyshire.gov.uk)

### Chesterfield Borough Council

24 hour helpline: 01246 345345

Website: [www.chesterfield.gov.uk](http://www.chesterfield.gov.uk)



## **8. Emergency Pack Contents**

As part of the recovery plan for the organisation, key documents, records and equipment are held off-site with Nigel Godwin in an emergency pack. This pack may be retrieved in an emergency to aid in the recovery process.

The contents of the emergency pack comprise the following:

### **Documents:**

- A copy of this plan, including key contact details
- A copy of the insurance policy is kept at IFM Insurance Brokers. ( See section 7G for contact details )

### **Records:**

- Computer backup tapes and / or disks
- Financial records

### **Equipment:**

- Spare keys
- Torch and batteries

**9. Actions and Expenses Log**

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing, and help to provide evidence of costs incurred for any claim under an insurance policy.

Date/time	Decision / action taken	By whom	Costs incurred

<b>Disclaimer</b>
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