



Continuity Planning, Risk Reduction, Crisis Management and Support Policy

DISTRIBUTION

This Continuity Planning, Risk Reduction, Crisis Management and Support Policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

Natural Disasters	Operational & Man-Made Disasters
<p>Flood: Low risk, however alternative offices are available - details available from the management.</p>	<p>Product Failure: All products under 12 months old and under warranty, serviced and maintained at regular intervals after that.</p>
<p>Hurricane: Low risk to the United Kingdom however alternative offices are available - details available from the management.</p>	<p>Loss of Reputation – Criminal Act: Strict polices and controls in place to prevent this from happening all personnel are subject to strict vetting procedures.</p>
<p>Tornado: Low risk to the United Kingdom however alternative offices are available - details available from the management.</p>	<p>Loss of Reputation Strict polices and controls in place to prevent this and media controls placed on all personnel.</p>
<p>Typhoon: Low risk to the United Kingdom however alternative offices are available - details available from the management.</p>	<p>Loss of Critical Customer: Client base is kept sufficient to prevent the loss of one client having a severe impact.</p>
<p>Gales: Low risk however alternative offices are available - details available from the management.</p>	<p>Fire: Replacement offices have been arranged - details available from the management.</p>
<p>Earthquake:</p>	<p>Terrorist Activity:</p>

Low risk to the United Kingdom however alternative offices are available - details available from the management.	Contact between us and police kept evaluating risk at present we are low risk however alternative offices are available - details available from the management.
Volcanic Activity: Low risk to the United Kingdom however alternative offices are available - details available from the management.	Civil Disobedience: Low risk.
Lightning Strikes: Low risk.	War/Invasion: Low risk.
Subsidence: Low risk area and property surveyed before purchased.	Contamination: Low risk.
Neighbour's Problems: Residential and retail shops.	Theft: All valuables are kept secured within safes on and off site; all information is backed up and kept off site.
Hacking: All computers are protected by Anti-hack software.	Virus: All computers are protected by Anti-virus software.
Equipment & Supply Failure: Landlord	Pressure Waves: Low Risk.
Air Conditioning / Plant Failure: Landlord	Building Defects: Landlord
Software Failure: Details available from the Management Team	Loss of Data: All data backed up x 2.
Hardware Failure: Landlord	Network Failure: Use of laptop at home/dongle.
Electro-Magnetic Radiation: Low risk.	Extortion: Low risk only one director has financial or major control decisions.
Power Failure: ##to be completed by Management team##	Out of Stock Situations: Low Risk wide range of suppliers available for required products.
Loss of Supplied Services:	Service Level Failure:

Suppliers list kept pointing where loss of up to 15% of registered suppliers would not affect business.	Various measures in place through policies and procedures to minimise risk.
Loss of Special Consumables: N/A	Quality Defects: Various measures in place through policies and procedures to minimise risk.
Premature Technological Obsolescence: Low Risk.	Failed Outsourcing/Supply Contract: Large number of suppliers under contract to minimise.
Loss of Other Critical Assets: N/A	Failure of Major Project: N/A
Operations	Compliance
Failed Operational Strategy: Continually reviewed to minimise risk.	Breach of Financial Regulations: Bookkeeper and Accountant in place to minimise.
Liabilities for Non-Performance: Relevant insurance cover in place.	Breach of Companies Requirements: Registered and updated on all changes in legislation to ensure compliance we are externally audited.
Non-Compliance with Company's Objectives: Controls in place to minimise risk.	Breach of Company's legislation: Strict policies, procedures handbooks etc in place to minimise.
Inadequate Management Information: Measures, procedures and controls in place throughout our management system.	Sales Tax Penalties: N/A
Lack of Quality Control and Quality Assurance Procedures: Measures, procedures and controls in place throughout our management system.	Breach of Environmental Regulations: N/A
Failure to Identify Reputation Risks: Low Risk.	Breach of Industry - Specific Regulations: Contracted the services of various consultants to ensure up to date and compliant.
Project Viability Not Assessed: Low Risk.	Seizure of Records by Tax or Customs Authorities: Duplicate copies of records kept.
Breach of Intellectual Property Rights: N/A	

Financial:	Health & Human Resource Issues: details available from the Management
Lack of Financial/Budget Planning: Low Risk.	Breaches of Health & Safety Rules: details available from the Management.
No Monitoring of Financial Performance: Low Risk.	Malicious Damage: Insurance in place.
Credit Risk: All perspective Clients are Credit scored to assess.	Industrial Action: N/A
Interest Risk: N/A	Loss of Key Staff: N/A
Exchange Rate Risk: N/A	Succession Issues: N/A
Treasury Exposure: N/A	Espionage: Low Risk critical information kept confidential.
Fraud: Insurance in place.	Breach of Confidentiality: Legal contracts in place to cover this.
Claims: Insurance in place.	Skills / Staff Shortage: Sub-Contracts in place.
Failure to Deliver Returns: N/A	Lack of Company Over Roles and Duties: N/A
Cash flow/Liquidity Problems: Factoring in place to ensure good cash flow.	Salmonella: Low Risk.
Lack or Shortage of Funding: Factoring in place to ensure good cash flow.	Legionnaires' Disease: Low Risk.
Financial Viability Not Assessed: All perspective Clients are Credit scored to assess.	Equal Opportunities Compliance: details available from the Management.
Reduced Fund-Raising Potential: Factoring in place to ensure good cash flow.	Child Protection Issues: N/A
Loss of Profitability on Trading Activities: Dedicated sales team in place to minimise risk.	Volunteer Competence: N/A
Lack of Taxation Knowledge:	Theft:

Bookkeeper and Accountant in place to ensure compliance.	All valuables are kept secured within safes on and off site, all information is backed up and kept off site. We have contact numbers with all product suppliers to supply products within specific timeframes and insurance cover.
Failure to Identify Funding Dependencies: N/A	Poor/No Understanding of Trust Law: N/A
Ability to Repay Borrowing: N/A	Poor/No Understanding of Regulatory Requirements: Measures in place through government bodies.
Security over Company's Assets: N/A	Breach of Trust: Low Risk.
Under-Funded Pension/Benefits Scheme: N/A	Poor Management/Trustee Information: Low Risk.
Inappropriate or Speculative Investment: Low Risk.	Legal Action Against Company: Insurance in place.
Governance and Management: N/A	Lack of Adequate Security Management: N/A
Regulatory Action: Kept up to date on all regulatory action by website, email, and newsletters.	Operating without Legal Authority: N/A
Loss of Reputation: Low Risk.	Staff Incompetence: High Training in place and monitoring.
Needs of Beneficiaries Not Addressed: N/A	Avoidance of Control Mechanisms: Strict policies in place to control and monitor.
Company Fails to Achieve its Purpose: Low Risk	Lack of Strategic Planning: Procedures in place which are externally audited.
No Board Involvement in Decision Making: N/A	Lack of Project Assessment and Authorization Procedures: Low Risk.
Poor Value for Money on Service Delivery: Strict controls in place to assess client satisfaction.	Inadequate/Untimely Reporting: Training given.

Managing Director

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