

# BISLEY CONTINUITY PLAN

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**BISLEY**

## ***BUSINESS AS USUAL***

At Bisley we see continuity planning very much part of our brief and service to our customers, our employees and the continued success of the business. We believe that it is vital to be able to respond to any event that may result in major loss or damage. Planning and communication is the essential ingredient in recovery and business continuity, indeed we should perhaps call the process contingency planning. Any contingency plan requires extensive discussion before completion. It is necessary to determine how a major incident or emergency will impact upon the business in four key areas.

- ***Revenue/Profitability***
- ***Operations***
- ***Customers or End Users***
- ***Suppliers***
- ***Image - (which will relate to the other four)***

This plan is the tool to enable management at all levels to respond to a major incident or emergency in a co-ordinated and time critical manner. This plan is to ensure as far as practicable that it is business as usual with the minimum of interruption.

## ***THE CONTINUITY PLAN***

Primarily the Continuity Plan breaks down into:

- Selecting and training the key people
- Action during the major incident or emergency
- Short term after the major incident or emergency
- Communications and information
- Long term after the major incident or emergency

The following pages contain brief notes on each area to be addressed following a major incident or emergency, although individuals for parts of this plan will hold and understand more detailed aspects of their own response following a major incident or emergency resulting in loss.

## ***KEY AREAS***

It is not always possible to prepare a contingency plan, to embrace all aspects and locations involved in operations. It was considered during the formulation of this plan how a major incident or emergency at premises of our suppliers may have catastrophic consequences to our business and that of our supply chain. Supply continuity and planning is controlled by Bisley Purchasing Department in conjunction with our key suppliers.

This Plan covers two locations:

- **Head Office - Sales, Marketing, Accounts, Design, Manufacturing and Logistics - Newport Gwent**
- **London Showroom - Great Portland Street**

## ***KEY PEOPLE - THE TEAM***

If a major incident or emergency occurs, vital decisions have to be made quickly. Better decisions are made calmly and logically. This Plan is therefore intended to ensure decisions at the time of a major incident or emergency are limited to implementing a pre-arranged and organised plan.

In this approach the effects of a major incident or emergency are limited due to reducing the possibility of unconsidered actions or statements that could be detrimental to the business.

The more common types of major incident or emergency could be due to fire, aircraft, explosion, flood or general storm damage; but the principles are applicable to virtually any large-scale incident or emergency situation.

Any major incident or event will be managed by the Response Team consisting of Board Directors, Bisley PR Team and nominated managers within the business who will control and co-ordinate the various measures to be taken. The Managing Director will assume full control and will be in charge. Other Board Directors will control the following operational areas and will report directly to the Managing Director.

Control of all areas and public communication	➤ Chief Executive
IT, Financial Resources & Management	➤ Managing Director
Sales, Marketing & Client Communication	➤ Sales and Marketing Director
International Sales & Client Communication	➤ International Sales Director
Manufacturing & Logistics	➤ Operations Director
Capital Plant & Equipment	➤ Technical Director

The Disaster Plan to be drawn up and implemented should be concerned with three periods:

- (a) During the disaster
- (b) Short term after the disaster
- (c) Long term after the disaster

## ***THE PLAN***

### **During the Disaster**

In the event of a major incident or emergency during working hours the fire alarm will sound for all employees to leave the building as describe in Section 6 of the employee Health & Safety Guide. A roll call will be undertaken that will be referenced against a departmental employee list by each Section Leader or Business Unit Team Leader to account for all personnel present or absent.

Local Section Leaders, Business Unit Manager and Managers are responsible for ensuring that all personnel under their control are evacuated safely from the building during an incident or emergency. The use of fire extinguishers are primarily restricted to ensuring escape routes are free from fire for the purpose of evacuation and should only be used to extinguish fires that may be blocking escape routes.

Only in exceptional circumstances should portable fire fighting equipment be used to extinguish small fires that can readily and easily be extinguished without risk to personnel.

During the evacuation process of any facility covered by this plan communication between assigned members of the evacuation team will be by walkie-talkie. The emergency channel for all communication by walkie-talkie is Channel 6 (six).

### **Cutting off Power Supplies - Electricity and Gas**

In the event of a confirmed incident or emergency all gas and electricity supply into the premises will be isolated using the emergency shut off valves/switches. These valves/switches will be activated during the evacuation and as a result effectively shutdown all plant and equipment.

### **Operating Fire Extinguishers and other types of Protection**

Portable fire fighting equipment such as extinguishers are primarily provided to ensure escape routes out of the building can be kept free from fire to allow personnel to pass on route to the nearest safe exit.

Only in exceptional circumstances and at no risk to life will extinguishers be used to combat and extinguish fires.

## **First Aid**

Initial first aid (if required during an incident or emergency) will be provided by the assigned Company First Aiders who are allocated at each site. Additional first aid or any other medical emergency will be attended by the emergency services.

## **Informing Specific Members of the Management Team**

In the first instance, at any site covered by this plan, all communication regarding incident or emergency will be communicated to the Managing Director. The Managing Director, in consultation with The Response Team, will decide how and who will be communicated information relating to any event that may occur at any site covered by this plan.

All key personnel are contactable by company mobile phone as listed in the Bisley Mobile phone list. Should employees need to be notified immediately regarding an incident or emergency this can be undertaken by phone or text message. Other employees contact details are also available and are held by relevant personnel within the company and Bisley security.

## **Emergency Services**

The emergency services have plans of premises covered by this document and are aware of some of the potential hazards within Bisley premises. All exits and entrances are marked for evacuation purposes.

The emergency services are aware of potential dangers relating to the introduction of water regarding certain plant and equipment but have full discretion to use the most suitable means of extinguishing a fire as deemed necessary.

Bisley Security Staff have contact numbers of personnel to give out if necessary to the emergency services in order for them to call certain personnel for information, direction or guidance should a major incident or emergency happen outside normal working hours.

Each location covered by this plan has been visited by the local emergency services as part of their familiarisation training. Each location is also covered by a fire risk assessment as required under The Regulatory Reform (Fire Safety) Order 2005

## ***SHORT TERM AFTER A MAJOR INCIDENT, EMERGENCY OR FIRE***

### ***(i) Protection***

Post-major incident or emergency, the first consideration will be how to protect Company property, plant and equipment remaining. The emergency response team will produce a list of immediate actions to be taken, which should include the following:

- Search debris for anything that may be recoverable, before clearing debris away
- Machinery, which has been sprayed with water, or is exposed to damp, rapidly deteriorates. Measures to prevent this should commence immediately, the machines being dried, oiled using TDS MD4 and, if exposed to the weather, covered with plastic sheeting or ideally moved to covered storage.
- Any product packaging or wrapping on stock that is wet, should be removed to reduce damage
- Damaged roofs should be covered as quickly as possible.
- Premises should be guarded against theft
- Lessen effects of smoke damage by deodorising using fans and sprayers
- Relocate undamaged stock, if the premises do not give sufficient protection against weather and theft due to damage.

All bulk movement of product/stock would be undertaken by B&T Hicks Transport Ltd in conjunction with Bisley Logistics team

## *(ii) Information*

It is important to inform stakeholders as quickly as possible what is happening within the business. The Managing Director, in conjunction with other Board of Directors, will decide who communicates information to relevant parties, how this information will be communicated, and, on broad lines, what information is to be stated. To aid in this decision, the services of an assigned PR organisation may be used.

The main groups to consider with regard to communication after an incident, emergency or fire will be:

### *1. Employees*

After consultation with the Managing Director and emergency response team the Human Resources Manager will communicate with employees utilising phone, text, letter or by way of a special general employee meeting. Information that typically will be communicated relates to the following:

- When will the premises re-open?
- When it re-opens, what about jobs?
- What happens in the meantime?

The above questions will need to be considered and answers provided as quickly as possible to ensure good staff relations and to stop rumours.

### *2. Customers/End Users*

After discussion between the emergency response team and Bisley PR company either the Managing Director and/or UK Sales and Marketing Director and Export Sales Director will communicate with customers or end users. This communication may be in the form of a press release, official letter or announcement either to the customer/end user or through trade publications. It is vital to ensure the correct message is given to retain confidence and customer calm.

This is especially important for customers, or end users who may not otherwise have heard of the major incident, as they will want to know what is happening, and how they may be affected. It is very important to make sure that unjustified rumours do not start circulating, as people will need reassurance.

### *3. Manufacturing Suppliers*

The Managing Director in conjunction with the Director of Purchasing will ensure suppliers, particularly those with automatic delivery schedules, are notified immediately.

The Director of Purchasing and/or Procurement Manager will instruct suppliers regarding goods on order: e.g. whether they should be delayed, sent elsewhere, or cancelled and will also inform suppliers (so far as possible), about the longer-term plans.

Major suppliers should be informed what arrangements have been made to meet the financial effects of the disaster, therefore allaying their fears of cash flow difficulties and future business.

### *4. Service & Utilities Providers*

Arrangements will be made to include as necessary stoppage and/or restoration of supplies regarding gas, electricity, water and telephone services as required.

## ***LONG TERM AFTER A MAJOR INCIDENT, EMERGENCY OR FIRE***

1. Depending upon the severity and amount of damage incurred it may be necessary to consider whether temporary relocation to another site is required while rebuilding work is undertaken. Decisions such as these will be undertaken by the Managing Director and Emergency response team.

If a temporary relocation was required there are readily available factory permissions within the local area owned by Newport City Council (NCC). As a major employer within the local area it would be in conjunction with NCC and other private contacts that the Company would seek temporary relocation.

It is generally believed after consultation with civil contractors that the replacement of a single factory phase assuming complete loss would take 12 months to rebuild from ground up.

Should major damage occur at the London Showroom, temporary office accommodation would be found in the London area and visitors re-directed to our showroom in Newport until GPS was re-furnished or alternative premises sought. This would incur only the cost of finding alternative premises and providing IT equipment that would be linked into the Company mainframe.

2. The majority of plant and equipment used at Bisley is standard off the shelf kit and although subject delivery lead time this would be a manageable situation should a major incident, loss or fire occur. Lead times for this equipment would be three to nine months typical depending on type.

A list of sources and OEM suppliers from which machinery, plant and equipment or parts can be obtained is held by Production Engineering and Maintenance Department. This list is available under the Approved Suppliers listing held on the mainframe for the procurement of this type of equipment.

3. Alternative sources of supply for parts and materials needed for manufacture are held by the Director of Procurement as part of the overall supply chain continuity planning and supply chain management system. Additional costs that may be incurred will be negotiated at the time of supply by the Director of Procurement.

4. IT hardware equipment is readily available off the shelf and is not considered an issue in the event of a major incident. All programmes and other software systems are adequately backed up - in as much as only one day's information would be lost. Other software applications are either backed up by Bisley the OEM supplier or both.

## ***MAJOR INCIDENT, EMERGENCY OR FIRE SUMMARY***

Purely by the nature of the plant/equipment and product manufactured any significant incident, emergency or fire resulting in loss of major pieces of plant or equipment will impact upon the business.

It is therefore considered that such an incident will undoubtedly cause disruption to manufacturing and depending upon the severity will determine the amount of disruption/time to recover and the measures needed to ensure retention of business.

As this is an unknown, the contents and actions stated in this plan are based on best estimates at the time of being published and therefore could vary resulting in a shorter or extended recovery process period.