

POL11: BUSINESS CONTINUITY POLICY

Rev: 05

HENLEYS MEDICAL SUPPLIES LTD.

Brownfields
Welwyn Garden City
Hertfordshire
AL7 1AN

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1. Policy Statement

Henleys Medical Supplies recognises that a business continuity plan is required so that the company can respond to certain possible events that have been caused by factors beyond the company's control, whether natural or otherwise, in order to restore services to the widest extent in the minimum timeframe possible, and effectively recover from such disruptions.

Company policies are available electronically at all times to internal employees, and externally upon request. A separate attachment, titled Appendices, is available for internal staff only as it contains confidential information.

2. Policy

2.1. Scope

The purpose of this policy is to set out the preparations and actions Henleys Medical Supplies will take in the event of a disruption. This plan will become effective when a threat to business continuity occurs and will be initiated accordingly. The objectives of this plan are as follows:

- o To list the critical functions of the company in priority order for recovery
- o To detail the plan activation procedures and resources needed to recover
- o To identify the key roles, responsibilities, and contact details for staff named in the plan
- o To identify key services, contractors, suppliers, and partners that must be notified
- To put emergency systems into place to avoid any confusion that could be experienced during the onset of such an event
- To Identify alternative sources of supplies, resources, and temporary accommodation that may be required
- o To identify support organisations that can be called upon should such an event occur
- o To detail the agreed response actions and time scales following a disruption
- Where required, release any holding statement that may be required to the press, public, customers, and stakeholders.

This policy applies to the limited range of events identified in the plan. It should be recognised that there may be situations that could arise, e.g. major natural disasters or the possibility of nuclear war, which are beyond our control, and Henleys Medical Supplies could do little or nothing to prevent an occurrence that would be far beyond the scope of this plan.

2.2. Plan Activation

The following people can activate this plan in the event of a major disruption:

POSITION	NAME	CONTACT NUMBER
Managing Director	Danielle Henley	See Appendix A
Sales & Marketing Director	Scott Henley	See Appendix A
Finance Director	Gary Mizon	See Appendix A
Regulatory & Compliance Manager	Vikki Patis	See Appendix A
Operations Manager	John Adams	See Appendix A

These people can also be requested to form the Incident Response Team (IRT).

2.3. Locations

HEAD OFFICE	Henleys Medical Supplies
Administration, sales activity, warehouse, & distribution	39 Brownfields
	Welwyn Garden City
	Hertfordshire

	AL7 1AN
MANUFACTURING FACILITY	Henleys Medical Supplies
Manufacturing, warehouse, & distribution	West Wilts Trading Estate
	Headquarters Road
	Westbury
	Wiltshire
	BA13 4JR

In terms of business continuity, either site can take over the role of Henleys Medical Supplies' business and its ability to provide a full service to its customers.

2.4. Activation Objectives

Upon activation of the plan, the following objectives must be achieved in priority order:

- Alert the Business Continuity Team
- Agree with the Business Continuity Team the recovery activities to be followed
- Implement the Recovery Action plan required for the given critical activity or activities
- Obtain and activate such hard copy and electronic records to enable to company to operate effectively
- Notify critical contractors e.g. service users, their families where practicable, and social services, as required
- Identify and establish the immediate business needs and the relevant actions required to activate those needs
- Establish actual operations at the designated recovery site
- Assess the last known status of the workloads and the extent of any work that may have been lost or delayed
- Implement the Recovery Log and maintain the recovery actions that have been taken
- Update staff as to any actions that are required to be taken by telephone or next available means of communication available
- Advise the relevant staff to report to the designated recovery location/s by the appointed time/s
- Advise any remaining staff of actions to be taken and remain at their home locations until such time as they are required
- Issue any news/public information via the standard covering statement enclosed in the Recovery Plan
- Authorise any Business Recovery Expenditure
- Re-establish new shift patterns as required and put into place overtime payments and schedules.

2.5. Trigger Events

Events that would necessitate the activation of the BCP include the following:

- Restriction of access to building
- Civil disruption e.g. petrol strike
- Fire
- Dramatic loss of personnel e.g. flu pandemic
- Weather conditions e.g. snow, flooding etc.
- Catastrophic services malfunction e.g. computer system failure
- Utility service failure e.g. electricity cut-off

Threat of terrorist activity/war in the UK homeland.

2.6. Training & Exercise Programme

2.6.1. Training

All staff are required to undergo regular training in the requirements of the BCP. Henleys Medical Supplies also runs a checklist test on the BCP every six months, and this policy is reviewed annually or as required.

All staff named in this policy have the authority to invoke the plan, or be part of the IRT, and have been trained and briefed on their roles and responsibilities.

2.6.2. Exercises

An exercise programme to confirm that electronic contact details, back-up power, and IT back-up and restore systems are tested twice yearly.

An emergency evacuation drill is performed annually, and oil spill kit drills are run annually.

Any shortfalls found in any of the above scenarios are reported to the senior management team, who will revise the BCP and communicate the revisions at the first available opportunity to all staff, both by email and during subsequent meetings, to ensure the changes have been understood by all staff.

2.7. Critical Activities & Resources

Priority	Key Function/Service/Emergency	Recovery Time Objective (RTO)	What resources or actions are needed to recover within RTO?	Responsibility	After Event
1	Fire	24 hours	Set off fire alarms and follow evacuation protocol. Call emergency services. Alternative accommodation may be required.	Danielle Henley	Decide whether stock can continue to be held at Welwyn Garden City or transfer to Westbury, Wiltshire or vice versa.
2	Loss of staff (pandemic)	24 hours	Off duty staff to be called in. Alternative duty allocations within the company and redeployment of staff, as may be required to cover immediate shortfalls. Transfer goods to alternative warehouse (where staff are not sick) to enable continuation of despatches. To contain potential spread allow people to work from home where an option.	Danielle Henley	Agency support staff to be called in to aid business recovery, if required.

Priority	Key Function/Service/Emergency	Recovery Time Objective (RTO)	What resources or actions are needed to recover within RTO?	Responsibility	After Event
3	Loss of systems (IT and/or the loss of telecommunications)	24 hours	Use of laptops with back up support on memory sticks/discs and 'cloud' support. Use of mobile phones. Dongle wireless systems for online access. SIP lines automatically divert to digital ISDN telephone lines and revert back to SIP lines when internet is back on. Use of courier	Gary Mizon	Determine cause and identify any measures that can be put in place to prevent reoccurrence. Advise BT Hub 3.2 - small black router
			services/runners for delivery of information and/or resources by hand. Back-up systems put in place by IT/service engineers (see contact information). IT support, technical repair and diagnostics replacement systems will be implemented. Hard copy information dissemination by post/courier/hand delivered.		broadband for data centre default gateway 192.168.1.250 or BT Hub 246 - larger router broadband for internet / email default gateway 192.168.1.254.

Priority	Key Function/Service/Emergency	Recovery Time Objective (RTO)	What resources or actions are needed to recover within RTO?	Responsibility	After Event
4	Loss of utilities (water, gas, electricity)	24 hours	Purchase heaters through local suppliers.	Scott Henley	Determine cause and identify any measures that can be put in place to prevent reoccurrence.
			Contact utility providers for regular updates on situation with estimates on return to normal service.		Contact insurance provider, if required.
4.1	Gas Leak	12 hours	If appropriate, shut off gas valve in boiler room. Evacuate building for staff safety.	Scott Henley	Contact the Health and Safety Executive in line with RIDDOR (only if death or injury). Contact Insurance provider, if required.
			Contact gas provider. Contact boiler company, if appropriate.		Determine cause and identify any measure we can put in place to prevent reoccurrence.
4.2	Electricity outage	24 hours	Contact electricity provider.	Scott Henley	Contact Insurance provider, if required.
			Contact electricians, if required.		Determine cause and identify any measure we can put in place to prevent reoccurrence.
4.3	Plumbing emergency	12 hours	Shut off water valve in boiler room, if appropriate.	Scott Henley	Determine cause and identify any measures that we can put in place to prevent reoccurrence.
			Evacuate building if risk of staff welfare.		Contact Insurance provider, if required.
			Contact plumber. If safe to do so move critical stock to higher		Decide whether stock can remain at Welwyn Garden City or be moved to Westbury,

	areas or remove from the	Wiltshire, vice versa or to an alternative
	building.	location.
	Mains water leak	
	(external), call water	
	provider.	

Priority	Key Function/Service/Emergency	Recovery Time Objective (RTO)	What resources or actions are needed to recover within RTO?	Responsibility	After Event
5	Oil Leak	12 hours	Contain the leak using spill kit, if possible.	John Adams	Decide whether stock can remain at WGC or be moved to WY, vice versa or to an alternative location.
			If major, contact Environment Agency emergency hotline.		In the event of a major spill contact Estate management. Contact insurance provider, if required
6	Structural failure - total loss of, or part loss of functioning,	24 hours	Evacuate the building immediately.	Scott Henley	Continue use of alternative accommodation, if required.
	structure or access to premises		Immediate shelter may be required.		If stock is undamaged move to alternative location.
			Contact the Health and Safety Executive in line with RIDDOR (2013) in the event of death or injury.		Source alternative location if lack of access is on-going or there is complete loss.
			Contact appropriate company to evaluate and repair the damage.		Contact Insurance provider, if required.
			Use of mobile technology (laptops, mobile phones).		Contact relevant stakeholders to notify of changes.
			Move to alternative site		
			location. Alert all staff of change of location.		

7	Criminal activity (break in)	1 hour	Security provider will	Scott Henley	Contact insurance provider, if required.
			respond and contact		
			police.		

3. Review

This policy shall be maintained and reviewed by the Managing Director.

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Danielle Henley, Managing Director

4. Revision History

Revision	Modified by	Date	Description of Change
01	Andy Cleveland	April 2015	Initial issue.
02	Andy Cleveland	April 2016	Annual review. Mobile numbers updated.
03	Vikki Patis	April 2017	Annual review.
04	Vikki Patis	April 2018	Annual review. New format.
05	Vikki Patis	December 2020	New format.