

## **Business Continuity Plan**

Lift Specialists Ltd operate an all-encompassing Business Continuity Plan and covers all business functions carried out by the Company.

An in-depth analysis of our business and likely impacts has highlighted the following areas of potential concern:

- Catastrophic Event i.e. act of god, war, health pandemic etc.
- Loss of Office or Systems
- Loss of Key Personnel
- Unforeseeable Circumstances

### **Operation of Business Continuity Plan**

In the event of a serious problem preventing the normal operation of the business, the Business Continuity Plan will be called into effect by the Managing Director.

Lift Specialists Ltd place a top-down burden on informing all members of staff within their remit of any changes to business operations should the Business Continuity Plan be called into effect.

As far as reasonably practicable, all staff are expected to maintain their current Roles and Responsibilities and report directly to their line manager with any issues surrounding their continued role if affected.

### **Catastrophic event**

In the event of an 'act of god' i.e. severe weather conditions, health pandemic, war or similar attacks that would prevent employees reaching their place of work, the following process would ensue:

All management and administrative staff have been provided with IT resources that enable them to access our IT systems from any web connection worldwide.

Lift Specialists Ltd host a cloud based IT network which through which all Company data is accessible. Data is hosted by several servers nationwide, therefore alleviating any event which may affect part of the country.

The Company's Cloud based IT Systems includes internet phone-lines which could be diverted at source to an alternate IP address or mobile telephone.

All staff are provided with Mobile Telephones and the Head Office main line number would be diverted at source to administrative staff. The Company also have a dedicated out of hours call centre and the facility to transfer all calls directly to the call centre should this be necessary.

### **Loss of Office or Systems**

In the event of Lift Specialists Ltd's Head Office becoming inoperable or inaccessible due to fire, flood etc. the following process would ensue:

All staff would work from home given the aforementioned IT Cloud resources.

Until staff are set up at home with appropriate connections and instructions (1/2 day), Lift Specialists Ltd's out of hours call centre would act as reception for the Company. This call centre has received specific information regarding Key Contacts and has clear instructions in line with this plan.

### **Loss of Key Personnel**

In the event that a key member of staff is unable, for any reason, to conduct their normal work, an interim replacement would be appointed to enable business continuity. This responsibility is up taken by each staff member's immediate subordinate as designated in the Company Organogram.

### **Unforeseeable Circumstances**

In the event of any circumstances or events arising which are outside the remit of the aforementioned three likeliest events, an event specific business continuity plan/procedure would be drawn up by the Managing Director within ½ day of events taking place. As far as reasonably possible, the protocols described in this plan would be adopted until further instructions could be provided.