



Plastica Ltd

Business Continuity Plan

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HS&E 24

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1.0 Aim

The aim of this plan is to provide a reference tool for the actions required during or immediately following an emergency or incident that threatens to disrupt normal business activities.

An emergency is an actual or impending situation that may cause injury, loss of life, destruction of property, or cause the interference, loss or disruption of an organisation's normal business operations to such an extent it poses a threat.

An incident is any event that may be, or may lead to, a business interruption, disruption, loss and/or crisis.

The plan will help to ensure the continuation of business critical services by minimising the impact of any damage to staff, premises, equipment or records.

The plan will help to include an adequate level of details used to maintain the business and:

- To ensure a prepared approach to an emergency/incident.
- To facilitate an organised and co-ordinated response to an emergency/incident.
- To provide an agreed framework within which people can work in a concerted manner to solve problems caused by an emergency/incident.

The plan will also help to identify actions that could be taken in advance of an emergency or incident to reduce the risk of it happening.

2.0 Business Critical Processes

Whilst most parts of any business are considered important, if an incident did occur, priority must be given to the restoration of the processes that are deemed to be business critical to the performance of the company.

Business critical processes can be defined as: "critical operational or support activities without which the business would rapidly be unable to achieve its objectives".

These individual processes must be given preferential access to premises, staff, equipment or records if an emergency situation restricted their overall availability. It is for these processes that plans need to be prepared.

3.0 Scope of the Plan

The plan will illustrate how the business can reduce the potential impact of an incident by being prepared to maintain services in the event of the:

- loss of key premises
- loss of key staff
- loss of IT / data / cyber attack
- loss of telecommunications

- loss of hard data / paper records
- loss of utilities (electricity, water, gas)
- loss of a key partner or supplier
- disruption due to natural events (i.e. severe weather)
- pandemic/severe sickness absence
- loss of critical machinery
- serious COMAH Incident leading to enforcement
- product contamination/failure
- theft of critical assets
- terrorist attack

4.0 Assumptions

Generally used assumptions:

- The business continuity plan will cover three scenarios: for the first 24 hours following an incident and for both 2-7 days and 8-14 days following an incident.
- The business continuity plan will be reviewed regularly, with a full update on an annual basis or where a significant change to the business occurs.

Detailed Planning Assumptions:

- In the event of a major incident existing business premises would be out of use for more than 7 days.
- In the event of a less significant disruption some of the existing premises would remain in use.
- Where a generator is not available loss of electricity supply across a region could last for an unknown length of time.
- The mains water suppliers and sewerage services may be interrupted for an unknown length of time.
- Availability of the IT network historically runs at over 99%. In the event of a partial failure of a server the network could be unavailable for up to 1-2 hours.
- If the server suite were to be completely lost it could take up to 5-6 hours to restore into a virtual server in the cloud.
- Availability of the internal telephone network historically runs at 100%. In the event of external cable failure we have a broadband or 5G connection which would take up to 1 hour to implement.
- In a pandemic a high percentage of staff could be off work at any one time. This will include those who are sick, those caring for others, the 'worried well' who are simply too scared to come to work or forced government isolation. On average people will be absent for 10 days, but some may never return.
- In a fuel crisis only staff involved with delivering critical services are likely to have priority access to fuel and staff may be unable to attend work, freight/carrier suppliers may be affected for unknown length of time.

5.0 The Plan

Loss of key premises

Flood – The likelihood of a flood is very remote and would only occur as a result of a burst water main or in the event of a fire; the fire brigade fighting the fire with water.

Burst water main – water will be turned off immediately. Premises would be unusable in the short term until fixed for an unknown length of time. Review possibility of bringing in temporary facilities (toilet, bottled water etc.) to ensure key personnel remain on site. Loss of stock would be claimed through the insurance.

Fire – Half of this site presents a normal industrial fire risk. However, a fire within the Warehouse or Water Treatment where chemicals are stored may be self-sustaining if it were to take hold and could result in a significant threat to health of our personnel and our surrounding neighbours.

The action taken will depend on extent of the fire and Emergency Services decision on how the fire is to be fought. Fire Service have informed us that they will not risk life to extinguish a fire unless there is risk to our personnel, so likelihood is total destruction of premises. To prevent a fire we have a Fire Prevention Policy.

We have two alternative work sites in the event of the loss of a key premises, Perimeter House and Unit 82.

Loss of Key Staff

Key staff identified are:

- Managing Director – taken more of a back seat in recent years, shareholder agreement in place in the event of Managing Director not being able to fulfil his duties.
- Business Development Director and IT Director – Managing Director would take over duties and review requirements dependent upon the circumstances.
- Senior Management Team –
 - Customer Services Manager – Team Leader could take over duties, Business Development Director to review requirements dependent upon the circumstances
- Long serving staff in the various departments with key skills – multiskilling of other staff will assist with some duties, Senior Team would review the requirements dependent upon the circumstances.

Multiskilling staff and succession planning will mitigate planned staff losses. Unexpected staff losses will be dealt with on an individual basis.

Other options we could look at are:

- working from home / remote access
- flexible hours
- using consultants
- subbing work out
- arranging transportation if employees are unable to attend work

Loss of IT / Data / Cyber Attack

IT data is predominantly saved in the Cloud and is accessible off site.

Refer to HS&E 22 Data Backup Policy and HS&E 23 IT Disaster Recovery Plan.

Loss of Telecommunications

Availability of the internal telephone network historically runs at 100%.

In the event of external cable failure, we have a broadband or 5G connection which would take up to 1 hour to implement.

Loss of hard data / paper records

Majority of documents are generated by the AX system or scanned in and backed up

Network documents are backed up to the Cloud

CAD – backed up on a daily basis to the Cloud

ADP payroll system – is a hosted system with no backup required by us

Aegon pension system – is a hosted system with no back up required by us

My Compliance – is a hosted system with no back up required by us

HR documents – project in place to scan and save documents to the system

Loss of utilities (electricity, water, gas)

Electricity – no plan in place for general workplace as experience has been of short-term power cuts (COMMS room covered in HS&E 23 IT Disaster Recovery Plan).

Water – short term loss would result in employees being sent home as there would be no drinking water or water for toilets and handwashing. In the event of longer term loss we would hire in portaloos, purchase drinking water, water for hand washing and toilet flushing. Compensation would be sought from Southern Water.

Gas – only the Warehouse is heated by gas, we would hire or purchase portable heaters in the winter as required.

Loss of a key partner / supplier

A list of current key suppliers to be created by the Purchasing Team, with alternative options listed.

Disruption due to natural events (i.e. severe weather)

Employees are not required to attend work in the event of severe weather (e.g. snow) and must take the time as holiday or unpaid leave. If we are unable to open the premises, we would close the business.

Key staff would be able to work from home.

Pandemic/severe sickness absence

Key staff would be able to work from home and this can be extended to other employees if appropriate.

Multi skilling of employees means that departments may be covered if others are off sick.

Loss of critical machinery

Work would be subbed out to suitable companies. A list of critical machinery, companies that can repair the machinery and companies that work can be subbed out to be created.

Serious COMAH Incident leading to enforcement action

Chances of this happening are very low.

Department closure – immediate action on rectifying the issue, possible lay off of staff in the interim if no alternative work could be found.

Business closure – immediate action on rectifying the issue, possible lay off of non-key members of staff and working from home of key and essential staff.

Product contamination/failure

Arrangements for product to be recalled and replacements issued. The majority of products can be traced.

Product liability insurance up to the value of £10 million.

Theft of critical assets (not machinery)

Equipment would be replaced as soon as possible. Alternative assets could be used (e.g. laptops instead of PCs).

Terrorist attack

Chances of this happening are very low.

We would have to be advised by the authorities of the action to take.

We may need to consider working from home and lay offs dependent upon the situation at the time.

Additional Information

Staff Details available from:

HR – Network/nas/home/PC Backups/Current Staff/Company Structure (password protected)

Staffology – Payroll provider login screen (password protected)

<https://online.emea.adp.com/signin/v1/?APPID=IHCM&productId=b376f1f2-a35a-025b-e053-f282530b8ccb&returnURL=https://ihcm.adp.com&callingAppId=IHCM&TARGET=-SM-https://ihcm.adp.com/>

Those who have access to the information:

Name	Position
Sarah Newman	HR Officer
Michelle Brown	Finance Supervisor

Key Contacts

Name	Position	Contact Number
Edward Campbell-Salmon	Managing Director	07710 005983
Daniel Sawyer	ICT Director	07889 064359
Fraser McCallough	Business Development Director	07850 988439

6.0 Annex

6.1 Assessing the Risks

Use this table to produce an assessment of the current risks to your business and/or location

Likelihood – Low, Medium, High

Impact – Low, Medium, High

Risk	Likelihood	Impact	General Control Measures	Possible Further Action
Loss of premises	Low	High	Maintenance, fire prevention, 3 year fixed wiring checks, non-smoking site, PAT testing, CCTV, fire alarms, 2 hour fire wall.	Investigating fire stop in Water Treatment
Loss of key staff	Medium	Medium	A degree of cover in place for key staff, aware of each other's roles through weekly briefing meeting	Investigate succession planning in all key roles
Loss of IT Data / Cyber Attack	Low	Medium	Backed up to the Cloud, firewall, no third-party software or external devices allowed, anti-viral software	Regular reviews
Loss of Telecommunications	Low	Low	We have broadband and 5G connection available which would take up to 1 hour to implement	
Loss of Hard Data/Paper records	Low	Low	Scanned documents on the system	Investigate HR system, security of PDF scanning
Loss of utilities	Low	High	Supplies of water, generators, heaters etc.	
Loss of key partner/supplier	Low	Medium		Create a list of alternative suppliers.
Disruption due to natural events (i.e. severe weather)	Low	High	Often short term. Key staff working from home	
Pandemic/Severe sickness absence	Medium	Medium	Multi skilling between departments, key staff could work from home, maintaining good stock levels, work different shifts, sub out work to contractors, employ temps	
Loss of critical machinery	Low	High	Work could be subbed out to suitable companies. A list of critical machinery, companies that can repair the	Create a list of critical machinery, companies that can repair the machinery and

			machinery and companies that work can be subbed out to is available.	companies that work can be subbed out to. Investment in new machinery, alternative manufacturing processes.
Serious COMAH incident leading to enforcement action	Low	Medium	H&S walk throughs, fire prevention, COMAH operators group, H&S meetings, review our COMAH plans and policies, incident reporting, training	Monitoring of Water Treatment processes and procedures
Product contamination/failure	Low	High	Batch traceability for water treatment products, in the event of product failure small customer base so batches could be traced, quality inspections before product use.	Vendor rating
Theft of critical assets (not machinery)	Low	Low	Intruder alarm, security fence, alternative assets can be used	
Terrorist attack	Low	Medium	Site specific security, reliant upon outside authorities to advise.	

6.2 Company Mobile Phone Users

Name	Number
Edward Campbell-Salmon	07710005983
Lee Craig	07736743506
Will Dando	07740876746
Pat Devaney	07753569290
Philip Diplock	07737687195
Justin Jeffries	07850506851
Fraser McCallough	07850988439
Dan Sawyer	07889064359
Ryan Wells	07538587216
Josh Keeling	07988 469365

6.3 Laptop / Home PC Users

Name	Job Title
Michelle Brown	Finance Supervisor
Edward Campbell-Salmon	Managing Director
Will Dando	Technical Manager
Garry Holmes	ICT Website Assistant
Kimberly Lewis	Customer Service Advisor – Export
Fraser McCallough	Pricing and Products Manager
Sarah Newman	HR Officer
Jody Perkins	Technical Project Co-ordinator
Dan Sawyer	ICT Manager
Angie Simmons	Production Manager
Sam Tuffnell	Design & Marketing Technician
Lizi Weeden	Sales Office Co-ordinator
Ryan Wells	Sales Account Manager
Gina Williams	Customer Service Manager

7.0 Training and Review Dates

The plan will next be reviewed in 12 months or earlier in the event of a significant change to the business.