

BUSINESS CONTINUITY MANAGEMENT POLICY

Introduction

We are committed to the highest standards of business and ethical behaviour, to fulfilling our responsibilities to our clients that we serve and to the creation of long-term value for all stakeholders on a socially and environmentally sustainable basis.

Statement of intent

Floorskills Limited (Floorskills) makes every effort to ensure that it is protected against risks and threats which impact on the day to day services in which Floorskills provide this could be for example staff sickness the hazards of fire, flood, loss of vital information, services or materials, that could materially impact upon, disrupt or interrupt our day to day operations. However, Floorskills recognises that the unexpected could and may happen, the effect of which could compromise the ability to meet acceptable standards of business and of ethical behaviour. For these reasons, Floorskills has implemented a business continuity management programme (BCMP) and business continuity plan (BCP) to protect our organisation, its people, our brand, reputation, the interests of our stakeholders and the wider community.

BCM definition

Floorskills will apply business continuity management (BCM) throughout to identify, measure, evaluate, control and respond to risks and threats that have the potential for preventing Floorskills from attaining and maintaining its stated aims, as set out in the company mission statement. Floorskills will achieve this by ensuring the ability to respond to unexpected incidents that inhibit our ability to carry out key activities and processes, by means of;

- business impact analysis and risk assessment
- cost-effective loss prevention and management
- good practice resilience and damage limitation measures and procedures
- a business BCP that provides structured response and recovery guidance
- a system of monitoring, testing & exercising, reviewing and training that ensures that the BCMP is accepted by all as an embedded and essential part of our activities.

Objective & Scope

Our business management continuity (BCM) objectives are to;

- have in place cost-effective resilience and damage mitigation arrangements
- recover key deliverables, within a suitable timeframe, following an incident or circumstances that prevent an acceptable level of service defined via a strategic analysis, or otherwise affect other key operations for a period in excess of defined timescales.

The scope of our business continuity plan (BCP) is that it would respond to 'reasonably foreseeable events', including the following:

- Non availability of staff
- Non availability of resources
- Non availability of information
- Death or serious injury
- Denial of access
- Supplier, logistics or distribution failure

Non availability of staff

Where staff are unavailable to conduct their duties through warranted and unwarranted absence of duties, Floorskills shall make contact with their intended service users. Negotiation of attendance of another staff member or on request the original member of staff attendance. This shall be conducted and concluded within a 7 day period to reconcile the matter.

Where a request is made for duties to continue at the requested times and days, a replacement member of staff shall be installed with immediate effect, where such members of staff are available.

Non availability of resources

Where resources are not available, either supplemented resources shall be made available within a 7 day period or original resources made available with notification after 7 days but no more than 10 days.

Non availability of information

All information is backed up on external hard drive and company servers. In the event of one system failing alternative equipment shall be sought immediately and reinstated from the point of purchase.

Death or serious injury

This shall form part of the non-availability of staff BCP.

Denial of access

If a staff member is denied access to premises, the staff member shall contact Floorskills immediately. Floorskills shall contact the organisations concerned to meet mutual measures to alleviate the denial process. All staff members shall be informed of any future policy regarding this situation.

Supplier, logistics and distribution failure

In the event of failure of supplies, logistics and distribution of any resource, Floorskills shall find ulterior methods in rectifying the matter. This shall meet in accordance of no more than a 7 day delay of such failures.

Methodology

Floorskills is responsible for developing, implementing and maintaining BCM for its activities. Floorskills provides training, guidance, assistance, methodologies, model material and on-going guidance. However, commonality of approach is encouraged, to ensure transfer of good practice and to permit ease of maintenance and audit.

Executive responsibilities

The Managing Director takes final responsibility for the strategic direction of the BCMP. The Office Manager acts on behalf of the Managing Director in ensuring that the BCM arrangements meet and continue to meet the changing needs of Floorskills.

All members of management are required to ensure the on-going currency of the elements of the BCMP for which they are responsible, including that refresher and succession training is to be provided to all that have roles and responsibilities within the BCP.

BCM and the BCP form a vital part of Floorskills' business protection programme and must therefore be implemented and maintained as an integral part of managing the business. BCM is a regular agenda item for the Manager's monthly meeting, demonstrating the importance of this subject.

Signed

Date 01/08/2020

Matt Bourne
Managing Director