



RALPH T. KING & ASSOCIATES

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BUSINESS CONTINUITY PLAN

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1.0 Introduction:

1.1 Purpose and Scope of this Plan

Unplanned events can have a devastating effect on any business. It is essential for the purposes of continuity, and to uphold our ability to maintain our promises and deliver our clients expectations, that we plan and make allowances for events which may be out of our direct control.

1.2 Authority of this Plan

Our Managing Director takes full authority of this plan in the event of emergency. The plan covers all employees, and will be followed comprehensively.

1.3 Objectives of this Plan

Our business continuity management policy has been formulated with careful consideration, to allow our company to continue its day to day operations and meet the demands of our clients in any event. The policy is reviewed annually and is tested annually to ensure the plans outlined, are feasible, realistic, and deliver the continuity which is our ultimate aim.

1.4 Scope of Disasters and Failures Covered by this Plan

The possible crisis factors which are deemed to affect our business, are listed below, and will be considered individually in further detail:

Utility Failure

Building Access Restrictions and Building Loss

Loss or Illness of key staff

Outbreak of Disease or Infection

Fire to Premises

Fuel Shortage

Power Cut

Theft and/or vandalism of company property.

1.5 Probability and Consequence Reasoning

When analysing the potential for crises which could affect our day to day operations, we look at the probability, frequency and consequence of events which could affect our business and our clients in a negative way. We use a numerical scale to quantify the potential impact of a crisis, and formulate this scale thus:

Probability and possible consequence for each factor are scaled 1-5. The results of both are then multiplied, to give an action score which is then analysed. Scores of between 1-5 are considered to be so small, that they are unlikely to occur, and if they did, the consequence would be so minimal, that the cost to plan against this occurrence would outweigh the potential cost to rectify the problem should it occur. Scores between 6-20 are analysed, planned, and reviewed. Scores of 21+ are considered to have such risk that immediate management attention is required to ensure no disruption to business activity occurs. The 21+ scores (once incurred immediate attention, and the risk reviewed) then fall into the 6-20, and are reviewed and planned.

Probability, Consequence and Action tables are shown below.

	Very Unlikely	Unlikely	Very Possible	Likely	Highly Likely
Probability	1	2	3	4	5

	Minimal	Slight	Moderate	Significant	Severe
Consequence	1	2	3	4	5

	0 to 5	6 to 10	11 to 15	16 to 20	21 to 25
Action	No Action	Plan and Review	Plan and Review	Plan and Review	Immediate Action

1.6 Activation of this Plan

The contents of this plan will be put into practice in the event of any deviation from normal activity in any area. The plan will be activated by either the Managing of Deputy Director.

2.0 Disaster and Failure Scenarios

2.1 IT and Communications Services Failure

Our IT consultant provides us with both pro-active and re-active protection of our IT systems and processes under a standard maintenance agreement.

2.1.1 IT General Applications

Summary of our server operating system: Windows Small Business Server 2003 Service Pack 2 PC's comprise various Windows XP SP2 and Vista SP1, including standard office software such as Excel, Word, Outlook and Power-point.

For Data backup and recovery, our customised version of Microsoft's bundled NTBackup program is a suitable solution to perform full backups of the server on to the internal tape device (SLR 75). This process backs up all data and operating system files and folders can be recovered or, providing access to the server's original installation media is available a full system restore is possible. The NTbackup program performs a full system backup nightly.

A full system recovery from NTbackup files DOES rely on access to original/identical installation media and product keys. A service provided by our IT Consultants to maintenance agreement customers, the company uses its own software and an external hard disk drive to periodically – when making a customer site visit – take a “snapshot” image of the server in its entirety. They employ this method to allow for a potentially swifter recovery solution in combination with the customer's own NTbackup data for data/Exchange data changes since the last snapshot was taken. This specialist software also allows for the bare metal recovery of the system to new/non-identical hardware where circumstances dictate that the original server hardware is either unavailable (stolen) or irreparable.

2.1.2 Agreed Strategy

In the event of any breakdown of the general office software, it is highly likely that the breakdown will be of an extremely short duration, and will be rectified by our IT Consultants who have remove access to our computer systems. It is expected that any breakdown would be rectified within 4 hours, and would not have any detrimental impact to our day to day operations. Other forms of communication will be used should urgent and essential dealings be required during this time.

2.2 Building Access Restrictions and Building Loss

There is the possibility, that access to the building may be restricted due to adverse weather conditions such as snow and ice. It may also be the case that the use of our headquarters is not possible due to utility failure or fire.

2.2.1 Agreed Strategy

In the event that the premises from which we would normally undertake our business operations are unavailable, we have the capacity to operate from the private home of the Managing Director. Storage facilities are available on the premises, with remote access to the company's servers and data. These key staff will then take charge of company dealings. We expect that any event such as this, would compromise our dealings with clients for no more than a 48 hours period, with normal functioning of our operations following immediately after.

2.3 Loss of Power

2.3.1 Agreed Strategy

In the event of a power cut, including the server, network switches and router, an UPS is installed in the data cabinet and connected directly to the server which provides for monitoring and management.

2.4 Loss or Illness of key staff

2.4.1 Agreed Strategy

In the event that one of our key staff is unable for whatever reason to perform their role a designated deputy will take control so that the company will be able to continue and fulfil its contractual obligations.

2.5 Outbreak of Disease and/or infection

2.5.1 Agreed Strategy

In the event that multiple employees are struck down by the virus at any one time, the company has the ability to continue to provide its services. Numerous employees have shown willingness to work more hours per week. These arrangements for new working hours will be instigated immediately after it becomes apparent that there may be a shortfall in labour or management resource.

2.6 Fuel Shortage

2.6.1 Agreed Strategy

If a fuel shortage occurs, we shall be able to fulfil our contractual obligations, through adherence to the following measures:

Reduction of our organisations dependency on fuel

Car sharing will be encouraged and used, to reduce the need for fuel use

Reducing fuel usage

Non essential journeys will be cancelled to enable us to fulfil our essential services

Improving the resilience of company supply chains

Effective communication with staff, customers and suppliers in advance of, and during a major fuel disruption.