

# Pacy & Wheatley Construction

## Business Continuity And Disaster Recovery Plan



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## Introduction

### Purpose and Scope of this plan

Disasters, Acts of God and 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 client expectations, that we plan and make allowances for events which may be out of our direct control.

### Authority of this Plan

Anthony Wheatley (Managing Director) takes full authority of this plan in the event of emergency. The plan covers all our employees and will be followed comprehensively.

### Objectives of this Plan

This Business Continuity Policy has been formulated with much consideration; this allows our company to continue its day to day operations and meet the demands of our customers, clients and stakeholders in any event. This policy is reviewed annually by company director Anthony Wheatley, and it is tested annually to ensure the plans outlined are feasible, realistic and deliver business continuity, which is our ultimate strategy.

### Scope of Disasters and Failures Covered by this Plan

The possible crisis and risk factors which could affect our business are listed below; these are monitored and considered individually in further detail:

- IT and Communications services failure
- Power Cut
- Theft and/or vandalism of company property



- Utility failure
- Building Access Restrictions and building loss
- Loss or illness of key staff
- Outbreak of disease or infection
- Fire to premises
- Fuel shortage

## 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 consequences 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 the scale thus:

Probability and possible consequence for each factor is scaled between 1 and 5. The results of both are then multiplied to give an action score which is then analysed. Scores between 1 and 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 and 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 they have incurred immediate attention, and the risk has been reviewed) then fall into the 6 – 20 bracket, and are reviewed and planned.

Probability, Consequence and Action tables are shown on the following page

	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

## 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 Craig Wheatley or Nigel Chambers in Anthony Wheatley's absence.

## Disaster and Failure Scenarios

### IT and Communications Services Failure

Quadris, Proactive House, Sidings Court, Doncaster, DN4 5NU

Telephone 0345 163 1080 (option 3)

Email: servicedesk@quadris.co.uk



# Failure of Pacy & Wheatley's general IT Applications

## Summary of our server operating system:

The standard virtual network will be set up using Windows Server 2008 R2 Standard as a domain file server and desktops are provided with a Windows 7 “look and feel” RDS Server Session which, to all intents and purposes, behaves as a Windows 7 desktop operating system. All rented software is covered by Microsoft Software Assurance for the life of the contract, therefore access is granted to any new release or older versions of the operating systems.

A backup and restore service is provided as standard in the Cloud contract. Backup images are taken nightly, Monday to Friday, using Microsoft Data Protection Manager with 5 images retained enabling recovery of one working week. The backup data is held in the datacentre on secure storage and replication is available as an option. The server and desktops are securely hosted in the datacentre and can be accessed remotely from any computer and from anywhere with a suitable Internet connection, therefore disaster recovery is very simple. Staff can work from home in the immediate instance while alternative premises are found.

## Agreed Strategy

In the event of any breakdown of the office software, it is highly likely that the breakdown will be of an extremely short duration, and will be rectified by our IT consultants, Quadris, who have remote access to our computer systems. It is expected that any breakdown would be rectified within 1 hour, and would not have any detrimental impact on our day to day operations. Other forms of communication will be used should urgent and essential dealings be required during this time.

The Server and desktop computers are protected by Microsoft Forefront Endpoint Protection and email is scanned independently by Message Labs.



#### Key features:

- Saves our PCs from any kind of virus or threats
- Firewall protection stops hackers from stealing our data or sneaking into our PCs using tracking cookies
- Automatic updates ensure safety against new viruses
- Phishing protection warns us about fraudulent websites or links, so we can keep our computer away from the virus sources
- Spyware and Email scanning (anti-spam) works for keeping our mailbox clean
- PC Tune-up wizard automatically removes unnecessary files like temporary internet files and cookies

## 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 office is not possible due to utility failure or fire.

### Agreed Strategy

Due to the comprehensive protection provided by our IT consultants, we would not expect any major disruption to our ability to communicate or record data which is relevant to our dealings with clients. Any breakdown in these comprehensive recovery and protection systems would be of a short duration (less than 24hrs) with all client data stored in a secure location. Other forms of communication will be used should urgent and essential dealings be required during this time.



## Loss or illness of key staff

### Agreed Strategy

In the event that one of our key staff becomes long term ill, ceases to work for the company, is involved in a fatal accident or passes away from natural causes, we will be able to continue and fulfil our contractual obligation through the internal appointment of staff to fulfil roles.

Each replacement member of staff has previously been employed in the role they are expected to cover, and is absolutely capable of undertaking the tasks required of them when undertaking this job role.

In the event that more than one of our key staff is no longer with the company, permanent replacement will be arranged through our agencies and extensive contacts within the industry rather than sub-contractors. Although we use directly employed staff, in the event of staff shortages we have a range of pre-selected sub-contractors and suppliers for our complete range of business functions.



## Outbreak of Disease and/or Infection

Symptoms of any pandemic illnesses are regularly communicated to all employees, who are encouraged to go home and stay at home if they display these symptoms. They are encouraged to return only when they are better. If the individual is not able to leave immediately, they are encouraged to adopt good hygiene practice, and avoid contact with others. Directors and senior managers are able to request that an employee leaves the workplace (if showing serious and obvious symptoms of any pandemic disease which is notifiable and refusing to leave work), if subjectively they feel it is for the good of the individual, and the greater good of all employees.



Good hygiene is encouraged generally, with employees being encouraged to wash their hands, and make use of the tissues and sanitising gel which has been made available to them by the company. Pace and Wheatley does not intend to close for business to prevent outbreak of any currently listed pandemics, nor does it intend to close if employees catch a virus. It is felt that the measures outlined, and effective communication of the seriousness of the virus, will enable the company to fulfil its contractual agreements.

## Agreed Strategy

In the event that multiple employees are struck down by a virus at any one time, the company has the ability to continue to provide its services. Numerous employees have shown willingness to work more than 48 hours per week (agreement to be in writing). With no further special measure, this will allow our employees to work 78 hours per week if our situation became critical (11 hours rest p/d x 6 days, + 24 hours uninterrupted rest = 90 hours. 168 hours per week – 90 hours = 78 hours). 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.

## Fuel Shortage

Disruption to our fuel supply could occur for a number of reasons:

- Scarcity of supply
- Technical problems with the fuel infrastructure

- Industrial action / public protest

In the event of any of the above, the situation could be worsened by panic buying. A worst case scenario is that petrol stations and commercial supplies could be exhausted within 48 hours of an incident, and it could take up to 10 days before stock levels are fully restored.



## 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 organisation's 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
- A quota of diesel that enables the running of company transport has been arranged with a plant hire supplier in the event of fuel shortages
- Reallocating resources to deliver only key products and services
- Effective communication with staff, customers, suppliers and other key stake holders in advance of, and during a major fuel disruption
- The company will communicate at all times with its project stakeholders, regarding its planned activities

To reiterate, the company does not expect any major disruption to supplies within the next year, but has the capacity to cope should this occur.

## Testing the Business Continuity Plan

### Updating and Review of the Business Continuity Plan

It is essential that the business continuity plan is tested at least annually, to ensure the plan is effective and fulfils its reason for existence. Pacy & Wheatley undertakes periodic testing of the plan, with particular focus on the possibility of IT and communications failure. This is conducted in conjunction with Quadris. and has thus far found the systems we have in place suitable and sufficient. Two tests of our systems will take place this calendar year, focusing again on IT and communications, but also on the effect of a fuel shortage in the current climate. Director Anthony Wheatley will decide when these tests will take place; they will not be made known to staff before they are announced with immediate effect. The results of these tests will be measured, to ensure that business continuity is maintained, and that contractual obligations to our clients, customers and subcontractors are fulfilled.

The Business Continuity Plan will be reviewed after each test set out on page 10. Findings will be analysed, and improvements made should the plan be found to be lacking in any way. This will be a continuous process, with the company's written policy being updated annually as and when is necessary.

Review Date - Continuous review by the management team



Signed by Company Director: Anthony Wheatley

Date of Review: **18/04/2018**

Date of Next Review: **18/04/2019**

