

**Darwen Electrical Services Limited**

Doc Title: Business Continuity Policy

Doc No: DES-POL-2015 Revision.. 1.0

**Business Continuity Policy****Introduction****Aim of this Plan**

To prepare the business to cope in the event of an emergency situation.

**Objectives**

- To define and prioritise the Critical Functions of the business
- To analyse the emergency risks to the business
- To detail the agreed response to an emergency
- To identify Key Contacts during an emergency

**Business Impact Analysis**

<b>Critical Function</b>	<b>IT &amp; Communication Failure</b>
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**Effect of Service:**

Time	Effect on Service
First 24 hours	<ul style="list-style-type: none"><li>• No server access for critical document retrieval</li><li>• Invoice system down</li><li>• No access to JMS System for access to client data</li><li>• Disruption to Accounts Payable without access to SAGE software could affect payments in and out</li><li>• Phone lines could be disrupted</li><li>• Access to office denied for copying, scanning and access to paper data</li></ul>
24 – 48 hours	<ul style="list-style-type: none"><li>• No server access for critical document retrieval</li><li>• Invoice system down</li><li>• No access to JMS System for access to</li></ul>

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	<ul style="list-style-type: none"> <li>client data and jobs</li> <li>• Disruption to Accounts Payable without access to SAGE software could affect payments in and out</li> <li>• Phone lines could be disrupted</li> <li>• Access to office denied for copying, scanning and access to paper data</li> </ul>
Up to 1-week	<ul style="list-style-type: none"> <li>• As above</li> </ul>
Up to 2-weeks	<ul style="list-style-type: none"> <li>• As above</li> </ul>

**Resource Requirements for Recovery**

Time	No. of staff	Relocation?	Resources Required	Data Required
First 24 hours	30	Office Staff to Work from home	<ul style="list-style-type: none"> <li>• E-mail access</li> <li>• Home PC's</li> <li>• Power supply</li> <li>• Telephones</li> <li>• Mobile Phones</li> <li>• Incident Team</li> </ul>	<ul style="list-style-type: none"> <li>• Accounts</li> <li>• Customer Data</li> <li>• Weekly Works Schedule</li> <li>• Job Packs</li> <li>• Cloud Access</li> <li>• Office 365</li> <li>• One Drive</li> </ul>

Time	No. of Staff	Relocation?	Resources Required	Data Required
24 – 48 Hours	30	Office Staff to Work from home	<ul style="list-style-type: none"> <li>• Assess damage impact and recovery scheduled</li> <li>• Relocate to alternative office (Trevor Dawson)</li> <li>• Account Payable to work from Home Office with access to accounting system</li> </ul>	<ul style="list-style-type: none"> <li>• Roll out of continuity procedures dependent on incident severity</li> <li>• Cost of repairs</li> </ul>

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Up to 1 week	30	Office Staff to Work from home	<ul style="list-style-type: none"> <li>Replacement equipment such as printers etc. if damaged in incident</li> </ul>	
Up to 2 weeks	30	Office Staff to Work from home	<ul style="list-style-type: none"> <li>Assess if relocation of office is required long-term</li> </ul>	

**Critical Function Priority List**

Priority	Critical Function
1	Contact all incident team and roll out appropriate actions
2	Secure the building if possible
3	Assess IT systems and take appropriate action
4	Contact clients who may be impacted by the incident
5	Ensure all personnel have been notified and know the next steps
6	Set up home working for all office personnel
7	Establish timescales of re-entering building. Making appropriate arrangements with Trevor Dawson for long-term office lease if required
8	
9	
10	

This list can be used during an emergency to assist your decision making when compiling an Action Plan as to which function needs to be reinstated first.

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**Hazard Analysis Table**

**A = HIGH Likelihood and HIGH Impact**

**B = LOW Likelihood and HIGH Impact**

**C = HIGH Likelihood and LOW Impact**

**D = LOW Likelihood and LOW Impact**

Hazard	Impact	Mitigation in Place	Mitigation Possible	Risk Matrix
Flooding	<ul style="list-style-type: none"> <li>Disruption</li> <li>Damage to Equipment</li> </ul>	<ul style="list-style-type: none"> <li>Office not on flood plane</li> </ul>	<ul style="list-style-type: none"> <li>Supplier of sandbags sought</li> <li>Homeworking can be deployed for office-based colleagues</li> </ul>	<b>B</b>
IT Failure	<ul style="list-style-type: none"> <li>Loss of information &amp; critical documents</li> <li>Loss of inputting capabilities</li> </ul>	<ul style="list-style-type: none"> <li>Daily back up of data to remote server</li> <li>JMS System is cloud based</li> <li>Office 364 accessible from anywhere</li> <li>Homeworking can be deployed for office-based colleagues</li> <li>Regular system health checks completed</li> </ul>		<b>B</b>
Loss of Electricity	<ul style="list-style-type: none"> <li>Disruption</li> <li>Some forms of communication down</li> </ul>	<ul style="list-style-type: none"> <li>EICR completed annually</li> </ul>	<ul style="list-style-type: none"> <li>Supplier of a generator sourced</li> <li>Homeworking can be deployed for office-based colleagues</li> </ul>	<b>B</b>
Fire	<ul style="list-style-type: none"> <li>Access to Head Office may not be possible</li> </ul>	<ul style="list-style-type: none"> <li>Fire alarm in place</li> <li>Fire safety equipment in place</li> </ul>		<b>B</b>



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	<ul style="list-style-type: none"> <li>• Disruption</li> <li>• Loss of goods</li> </ul>	<ul style="list-style-type: none"> <li>• Periodic inspection of alarm and safety equipment</li> <li>• Daily back up of network stored off-site</li> <li>• Access to cloud-based data</li> </ul>		
Theft	<ul style="list-style-type: none"> <li>• Loss of equipment</li> <li>• Loss of client data</li> <li>• Possible malicious damage</li> </ul>	<ul style="list-style-type: none"> <li>• Intruder alarm fitted on all properties</li> <li>• CCTV fitted on all properties</li> <li>• Tracking systems installed on all vehicles</li> </ul>		<b>B</b>



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**Emergency Response Checklist For Use During An Emergency**

- Start a log of actions taken:
- Liaise with Emergency Services:
- Identify any damage:
- Identify functions disrupted:
- Convene your response / recovery team:
- Provide information to staff:
- Decide on course of action:
- Communicate decisions to staff and business partners:
- Provide public information to maintain reputation and business:
- Arrange a de-brief:
- Review Business Continuity Plan



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**Key Contact Sheet**

<b>Contact</b>	<b>Office Number</b>
Barry Gavahan	01254 678654
David Cafferty	01254 678654
Mark Bentham	01254 678654
Deborah Edge	01254 678654

**Log Sheet**



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Data	Time	Information / Decisions / Actions	Initials

Signed: B. Gavahan, Group CEO

Date: 05 / 06 / 2024





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