



Specialists in Roofing
and Waterproofing

Business Continuity Plan

1. General/Overview

Introduction

- The aim of this **Business Continuity Plan** is to assist in the effective and safe management of an incident such as fire, attack or other incident which has a significant impact on the continuity of the business.
- The objective of this Business Continuity Plan is to secure the safety of staff and others during and following the immediate incident, to limit the damage to the business and to achieve a skeleton service to customers as soon as practicable.

2. Roles and responsibilities

Those involved in the development and operation of the BCM Plan include:

Robert Speroni, Managing Director	Rupert Jacobs, Company Accountant
Bev Holland, Internal Sales/Office Manager	Anthony Spence, Spence Transport

3. Notification, activation, and escalation

This plan, or appropriate elements of it, will be invoked by Bev Holland or Anthony Spence with authorisation from Robert Speroni. In the absence of Robert Speroni authorisation will be provided by Rupert Jacobs.

4. BCP team

Robert Speroni, Managing Director
Mobile: 07944 232523
e-mail: robertsperoni@radmat.com

Bev Holland, Internal Sales/Office Manager
Mobile: 07739 455915
e-mail: BevHolland@Radmat.com

Rupert Jacobs, Financial Director
Mobile: 07957 332 087
e-mail: RupertJacobs@Radmat.com

Anthony Spence, Spence Transport
Mobile: 07973 919310
e-mail: anthony@spencetransport.co.uk

Command Centre

2 Lindsey Gardens, Market Harborough, Leicestershire, LE16 9JF

Battlebox

The Battlebox contains:

- Contact details for all suppliers
- Contact details for all customers
- Log in and password details for all online services
- A personnel list
- Details of insurances
- A copy of the BCM plan

Rupert Jacobs mobile phone pre-programme with all relevant emergency numbers

Bev Holland mobile phone pre-programme with all relevant emergency numbers

Testing

The BCP is tested annually in January to ensure it is kept up to date with new starters and employees leaving the organisation as applicable.

5. Contacts

IT Support Service

Rock IT, York House, Queens Road, Barnet, Herts, EN5 4DJ
Tel: 0845 880 2219
e-mail: info@rockit.co.uk

Telephone

Welcomm Communications Ltd, 24 The Point, Market
Harborough, Leicestershire, LE16 7QU
Tel: 08000 646464 e-mail: customercare@welcomm.co.uk

Electricity

SSE via
Welcomm Communications Ltd, 24 The Point, Market
Harborough, Leicestershire, LE16 7QU
Tel: 08000 646464 e-mail: customercare@welcomm.co.uk

Various colours

Gas, British Gas via
Welcomm Communications Ltd, 24 The Point,
Market Harborough, Leicestershire, LE16 7QU
Tel: 08000 646464 e-mail: customercare@welcomm.co.uk

6. Checklists

• Fire procedures	• Log in and password details for all online services	• Details of insurances
• Personnel Roll Call	• Contact details for all suppliers	• Cloud Back-up functionality
• A mobile phone pre-programme with all relevant emergency numbers	• Contact details for all customers	
• A copy of the BCP	• A personnel list	

7. General Information

Personnel matters including warning staff during and out of hours

Radmat Building Products Ltd:	Bev Holland
Spence Transport:	Anthony Spence

Maintaining up to date contact details i.e. New starters/leavers

Radmat Building Products Ltd:	Bev Holland
Spence Transport:	Anthony Spence

Informing next of kin procedure for fatalities and injuries

Radmat Building Products Ltd:	Robert Speroni
Spence Transport:	Anthony Spence

Staff welfare and counselling

Radmat Building Products Ltd:	Bev Holland
Spence Transport:	Anthony Spence

Informing/briefing local community & media

Radmat Building Products Ltd:	Rupert Jacobs
Spence Transport:	Anthony Spence

Health & Safety at Work considerations

Radmat Building Products Ltd:	Robert Speroni
Spence Transport:	Anthony Spence

Liaison with Emergency Services

Radmat Building Products Ltd:	Bev Holland
Spence Transport:	Anthony Spence

Legal, e.g. Secure evidence/inform landlords

Radmat Building Products Ltd:	Rupert Jacobs
Spence Transport:	Anthony Spence

Legal/statutory/regulatory requirements, e.g. Under COSHH, RIDDOR

Radmat Building Products Ltd:	Rupert Jacobs
Spence Transport:	Anthony Spence

Notifying Radmat Building Products Ltd

Spence Transport:	Anthony Spence
-------------------	----------------

Notifying Spence Transport Ltd

Radmat Building Products Ltd:	Bev Holland
-------------------------------	-------------

Notifying Customers

Radmat Building Products Ltd:	Charlotte Brain Dave Farmer Sarah Dean Nikki Boucher Stevie Hunter Alison Stafford Catherine Dimmock
-------------------------------	--

7. General Information (cont)

Notifying Suppliers	Radmat Building Products Ltd:	Charlotte Brain Dave Farmer Sarah Dean Nikki Boucher Stevie Hunter Alison Stafford Catherine Dimmock
Notifying other interdependencies	Radmat Building Products Ltd: Spence Transport:	Bev Holland Rupert Jacobs Gary Sutton Anthony Spence
Bank	Radmat Building Products Ltd:	Rupert Jacobs Hollie Banks
Insurance	Radmat Building Products Ltd: Spence Transport:	Rupert Jacobs Anthony Spence
Specialist services	Radmat Building Products Ltd: Spence Transport:	Bev Holland Anthony Spence
Utilities	Radmat Building Products Ltd: Spence Transport:	Bev Holland Rupert Jacobs Anthony Spence)
Help-lines – pre-recorded messages and relevant.	Radmat Building Products Ltd: Spence Transport:	Rupert Jacobs Anthony Spence
Up to date information on the internet as applicable	Radmat Building Products Ltd:	Robert Speroni

8. Recovery Action Plan

Telephone Landline failure	Short Term: Medium Term:	Divert at exchange to Horizon app. Divert at exchange to Horizon app.
Broadband failure	Short Term: Medium Term:	Relocate with the business continuity plan back-up laptop to home. All staff to work from home.
Server failure	Short Term: Medium Term:	Work on localised laptops and back-up daily. Synchronise data when server is live again. Install new server, work using cloud-based solution in the meantime.
Loss of London Logistics Centre Warehousing	Short Term: Medium Term:	Arrange deliveries directly to site from suppliers and/or alternative transport. Source new warehouse facilities with Anthony Spence
Total stock loss at Spence Transport	Short Term: Medium Term:	Arrange deliveries directly to site from suppliers. Increase orders to replenish stocks

8. Recovery Action Plan (cont)

Return to operations

Telephone Landline failure

Short Term: 50% normal service within 48 hours
Medium Term: Full service within seven days.

Broadband failure

Short Term: 50% normal service within 48 hours
Medium Term: Full service within seven days.

Server failure

Short Term: 50% normal service within 48 hours
Medium Term: Full service within seven days.

Loss of Spence Transport

Short Term: 50% normal service within 48 hours
Medium Term: Full service within seven days.

Total stock loss at Spence Transport

Short Term: 50% normal service within 48 hours
Medium Term: Full service within seven days.

9. Recovery site location

Plan is alternative premises have to be occupied for a period of time during the recovery period

Radmat Building Products

Recovery site location

Spence Transport

Relocation of staff

Transport

Rail or Private vehicle

Accommodation

Local hotel at company expense

Meeting rooms

Local hotel

Disabled access

None required

Parking

Yes

Security

Yes

Mail

Redirect

Spence Transport

Recovery site location

Local Warehouse

Relocation of staff

Transport

Private vehicle

Accommodation

n/a

Meeting rooms

Local hotel

Disabled access

None required

Parking

Yes

Security

Yes

Mail

Redirect

10. Resources and equipment

Number of standard workstations	6
Software applications	Microsoft Office Suite, Sage 50, GXS Freeway
Connectivity	Broadband
Telecommunications and links	Telephone land line and mobile phones
Backed up data	To Cloud
Documents – records/evidential for use in proceedings	Removed from Market Harborough at time of relocation
General office equipment	Removed from Market Harborough at time of relocation as required
Stationery	Removed from Market Harborough at time of relocation as required
Special equipment	Removed from Market Harborough at time of relocation as required

11. Continuity of Supply

Product	Standard Source	Continuity One	Continuity Two
PermaQuik PQ6100 waterproofing	Manufactured in UK	Same Suppliers production from Canada	Alternate Supplier
EshaFlex/EshaGum bitumen membranes	Manufactured in Holland	Same Suppliers production from Germany	Alternate Supplier
EshaPlan single ply membranes	Manufactured in Holland	Same Suppliers production from Czech Republic	Alternate Supplier
EshaUniversal single layer membranes	Manufactured in Holland	Same Suppliers production from Germany	No option
ParaFlex FD	UK Suppliers Stock	Manufactured in Germany	Alternate Supplier
ProTherm S insulation	Manufactured in UK	Same Suppliers production from Germany	Alternate Supplier
ProTherm G insulation	Manufactured in UK	Same Suppliers production from Germany	Alternate Supplier
ProTherm PIR insulation	Manufactured in UK	Same Suppliers Sister Companies production in UK	Alternate Supplier
ProTherm Quantum VIP insulation	Manufactured in UK	Alternative supplier from Germany	Alternate Supplier
ProTherm MW insulation	Manufactured in UK	Same Suppliers production from Germany	Alternate Supplier
MedO Green Roof	Manufactured in UK	Alternate UK Supplier	Alternate Supplier
ReadySeal	Manufactured in Turkey	Alternate UK Supplier	Alternate Supplier
Blue Roof Geocells	Manufactured in Germany	Alternate UK Supplier	Alternate Supplier