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hill & smith limited

Business Continuity Plan - Issue A – 28/08/09

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Hill & Smith Ltd

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**Business Continuity
Plan
(Bilston Site)**

Introduction

The purpose of this procedure is to ensure the effectiveness of the Company's preparation and response if a disaster strikes. This can reduce injuries, prevent or minimise environmental impacts, protect employees & neighbours, reduce asset losses and minimise downtime.

If you have any suggested changes to this plan, please notify

Martin Peach – Quality Manager

References and related documents

BOP 12 Emergency Preparedness and Response

Aim of this Plan

To prepare this business to cope with the effects of an emergency.

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 Recovery Team

- Mark Tonks
- Alan Dean
- Ian Darlington
- Robert Rabone
- Sean Billingham
- Tim Hedges
- Martin Peach

Emergency Services Liaison Officer

Sean Billingham

Business Impact Analysis

Critical Function:	Manufacturing
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Affect on Service:

Time	Affect on Service:
First 24 hours	<ul style="list-style-type: none"> Lack of stock causing orders not completed on time or short deliveries Storage space for part finished goods causing concern
24 – 48 hours	<ul style="list-style-type: none"> Cut manufacturing hrs due to lack of machinery Company Reputation Damaged
Up to 1 week	<ul style="list-style-type: none"> Financial implications due to missed deadlines Need to outsource to maintain market share
Up to 2 weeks	<ul style="list-style-type: none"> Loss of customers to competitors Temporary or permanent reduction in staff numbers

Resource Requirements for Recovery – Loss of Utilities:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1	No	<p>No water or gas needed for processes</p> <p>Contact Electric Supplier and arrange for repairs</p> <p>Hire of Electric Generator Generator must be fitted with UPS or smoothing for use with IT equipment</p> <p>Contact Water Supplier and arrange for repairs</p> <p>Hire of Water Bowser</p>	<p>GDF SUEZ Tel 0113 306 2000 Acc S10121930</p> <p>UPS Systems Tel 01488 680 500</p> <p>Severn Trent Tel 08457 500 500 Acc 5830321702</p> <p>Water Direct Tel 0845 345 1725</p>

Resource Requirements for Recovery – Fire/Flood Damage:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	20	No	Contact insurance company Identify Damaged Machinery, Equipment and Tooling Contact Repair Engineers	JLT Tel 0121 626 7813 Inventory Database - Machine Type, Make & Serial No – Maintenance Engineer Inventory Database
24 – 48 hours	10	No	Repair Damaged Machinery and Equipment that can be Repaired	
Up to 1 week	3	No	Arrange Replacement of Machinery and Equipment that has been written off	Machine Type, Make & Model No.

Resource Requirements for Recovery – Complete Loss of Premises:

Time	No. of staff	Relocation?	Resources required	Data required
First 48 hours	15	Yes	Arrange for the outsourcing of product normally manufactured on site	Drawings and part data
Up to 1 week	8	?	Plan rebuild of Manufacturing unit	

Note

Mansfield and Wishaw distribution centres would still continue to operate

Business Impact Analysis

Critical Function:	IT & Communications
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Affect on Service:

Time	Affect on Service:
First 24 hours	<ul style="list-style-type: none"> Customers not able to contact Hill & Smith
24 – 48 hours	<ul style="list-style-type: none"> Cut manufacturing hrs due to lack of orders Company Reputation Damaged
Up to 1 week	<ul style="list-style-type: none"> Financial implications due to missed deliveries & deadlines
Up to 2 weeks	<ul style="list-style-type: none"> Loss of customers to competitors Temporary or permanent reduction in staff numbers

Resource Requirements for Recovery – Loss of Utilities:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1	No	Hire of Electric Generator - The Generator must be fitted with UPS or smoothing for use with IT equipment	UPS Systems Tel 01488 680 500
Up to 1 week	Outsourced	Yes	alternate location	

Resource Requirements for Recovery – Fire/Flood Damage:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1	Damage dependant	new server hardware new workstations new rack new cabling	Backup Data Equipment List
24 – 48 hours	1	As above	As above	As above

Resource Requirements for Recovery – Complete Loss of Premises:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	one	yes	all computer equipment	Backup Data Equipment List
24 – 48 hours	outsourced		As above	As above

Business Impact Analysis

Critical Function:	Distribution
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Affect on Service:

Time	Affect on Service:
First 24 hours	<ul style="list-style-type: none"> • Missed Deliveries
24 – 48 hours	<ul style="list-style-type: none"> • Company Reputation Damaged
Up to 1 week	<ul style="list-style-type: none"> • Financial implications due to missed deliveries & deadlines
Up to 2 weeks	<ul style="list-style-type: none"> • Loss of customers to competitors • Temporary or permanent reduction in staff numbers

Resource Requirements for Recovery – Loss of Lorry due to accident/fire:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1	No	Contact insurance company Sub Contract Carrier	JLT Tel 0121 626 7813 Woodward Tel 01922 416643 Phil Round Tel 07736240416 J Payne Tel 01384 77060
24 – 48 hours	1	No	Arrange for repair of existing truck Sub Contract Carrier	Keltruck Tel 01902 637777 Woodward Tel 01922 416643 Phil Round Tel 07736240416 J Payne Tel 01384 77060
Up to 1 week	1	No	Check to see if Joseph Ash have got a spare vehicle if not hire one	Richmond Trucks Tel 01384 892919
Up to 2 weeks	1	No	Arrange for new vehicle if existing vehicle is written off	Truck Make and Model No. Keltruck Tel 01902 637777

Resource Requirements for Recovery – Loss of Fork Lift Trucks due to Flood/Fire:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1	No	Contact insurance company Arrange for repair of existing truck/s	JLT Tel 0121 626 7813 Truck make and model No. Linde Tel 0121 524 3300 Atlas Tel 0121 500 5009 Jofson Tel 0121 353 2721
24 – 48 hours	1	No	Arrange for repair of existing truck/s	Truck make and model No. Linde Tel 0121 524 3300 Atlas Tel 0121 500 5009 Jofson Tel 0121 353 2721

Resource Requirements for Recovery – Complete Loss of Premises & Transport:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	20	Yes	Identify Undamaged stock	
24 – 48 hours	15	Newport	Move undamaged stock to Newport Depot Newly Outsourced product to be delivered to Newport by suppliers	

Note

Mansfield and Wishaw distribution centres would still continue to operate

Business Impact Analysis

Critical Function:	Goods In
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Affect on Service:

Time	Affect on Service:
First 24 hours	<ul style="list-style-type: none"> Lack of stock causing orders not completed on time or short deliveries
24 – 48 hours	<ul style="list-style-type: none"> Cut manufacturing hrs due to lack of materials Company Reputation Damaged
Up to 1 week	<ul style="list-style-type: none"> Financial implications due to missed deadlines
Up to 2 weeks	<ul style="list-style-type: none"> Loss of customers to competitors Temporary or permanent reduction in staff numbers

Resource Requirements for Recovery

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	2	No	24hr Call off stocks held by suppliers of all production materials	Supplier List
24 – 48 hours	2	Yes	Deliver from Supplier directly to Customer	Customer Delivery Data

Hazard Analysis Table

Risk Matrix Score

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 Score
Flooding	Loss of Machinery, Office, IT equipment, Data & Paper Documents	Store documents in filing cabinets to help with salvage prospects;	Valuable documents that can be easily damaged will be stored in reinforced boxes.	B
			Maintain an inventory list of all business equipment, procedures, activities, skills and intellectual capital of the organisation	
IT Failure	Loss of computer data	Back up computer data daily Backups of the computer data are kept in a safe in the gatehouse, which is separate from the main building thus reducing the risk of damage from fire.		A
Loss of electricity	No power for Lighting, Machinery or IT equipment	Contact energy supplier as soon as problem occurs Arrange for backup generators to be supplied if down time is going to be longer than 24hrs.	Additional switchgear may be needed for backup generators.	D

Hazard	Impact	Mitigation in Place	Mitigation possible	Risk Matrix Score
Fire	Loss of Machinery, Office, IT equipment, Data & Paper Documents	Backups of the computer data are kept in a safe in the gatehouse, which is separate from the main building thus reducing the risk of damage from fire	Maintain an inventory list of all business equipment, procedures, activities, skills and intellectual capital of the organisation	A
		Testing of the alarm system will be carried out at least every 3 months		
		Testing of Alarm Emergency Points will be carried out weekly all emergency points must be covered between the 3 monthly alarm system checks		
		Mock drills will be carried out at least every 12 months, the results of these mock drills will fed back into our emergency plans		
		Store documents in filing cabinets to help with salvage prospects	Valuable documents that can be easily damaged will be stored in reinforced boxes;	

Critical Function Priority List

Priority	Critical Function
1	Manufacture
2	Distribution
3	Sales Department
4	Goods In
5	IT

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.

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 Debrief:

- Review Business Continuity Plan:

Emergency Contact No's

<u>Hill & Smith - Managing Director:</u>	<i>Mark Tonks</i>	07712 873 525
<u>Environmental Officer:</u>	<i>Martin Peach</i>	07976 434 170
<u>Barrier Division - Managing Director:</u>	<i>Alan Dean</i>	07921 687889
<u>Berry – Managing Director:</u>	<i>Ian Darlington</i>	07712 865 847
<u>Local Contact for Access:</u>	<i>Anthony Wright</i>	07837 062 642
<u>Emergency Services:</u>	<i>Fire – Ambulance - Police</i>	999
<u>Environmental Agency Incident hotline:</u>		0800 807 060
<u>Insurance:</u>	<i>Jardine Lloyd Thompson Contact: Alan Percival</i>	0121 626 7813
<u>Gas:</u>	<i>Total Gas and Power Acc. No.: 3000315549</i>	01737 275 690
<u>Electric:</u>	<i>GDF SUEZ – Acc No.: S10121930</i>	0113 306 2000
<u>Water:</u>	<i>Severn Trent – Acc. No.:5830321702</i>	08457 500 500
<u>Press Machine Drawings</u>	<i>CINMECH</i>	01355 244 544
<u>Backup Generators</u>	<i>UPS Systems</i>	01488 680 500

Communications

All communications will be made by John Humphries at Hill and Smith Holdings PLC
Tel 0121 704 7432



Log Sheet

Date	Time	Information / Decisions / Actions	Initials
			