

Policy

Business Continuity

As a business, Scott White and Hookins recognise that there could be a catastrophic event such as explosion, fire, flood, loss of electrical power or epidemic of infectious disease at any of its offices.

Whilst these events are considered to be low risk, Scott White and Hookins have developed procedures to mitigate the resulting issues and provide business continuity to our Clients.

Key Aim of Policy:

To re-establish service to our Clients with as little disruption as possible.

Actions

The business continuity policy is supported by emergency preparedness plans, and these are implemented as necessary based on the simple following decision process:

- Identify the event that has occurred.
- Risk assess the current situation to determine the most safe and effective way to initially resolve it.
- Identify the best people to be contacted to assist in resolving the initial situation, including emergency services, utility companies, specialist service providers and members of staff etc.
- Once the situation is stable, identify the critical business activities that have been affected.
- Identify the solutions to the critical issues both temporarily and permanently (if appropriate at this stage).
- Implement disaster recovery plans where appropriate
- Re-establish service to Clients at earliest opportunity
- Determine a long-term re-establishment process if required.

Emergency Preparedness Plans

To achieve business continuity emergency preparedness plans have been developed and tested to prove they can be successfully actioned.

Scott White and Hookins have the following systems in place to recover critical systems and services and minimise disruption:

- A robust IT data management system including daily backups, 24hr support, regular maintenance and upgrade, and recovery plan that is reviewed and updated annually.
- All archive material is duplicated and stored at multiple locations.
- Insurances in place to cover financial loss and enable replacement of equipment and alternative premises.
- Multiple office locations with systems that are duplicated at each base, enabling easy transfer of the key essential business functions.

Commitment

The above policy, having been adopted by the Directors, is a statement of the intent of our organisation to achieve business continuity in any situation, by maintaining suitable recovery systems and testing their robustness.

This policy is a brief statement of Scott White and Hookins' intent and will be made freely available to employees, Clients, suppliers and other interested parties.

Director Responsible	Last Reviewed	Next Review
Doug Alcock	March 2022	March 2023