

CONTINUITY PLANNING, RISK REDUCTION, CRISIS MANAGEMENT & SUPPORT

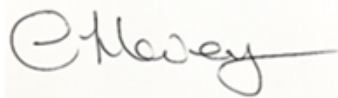
<u>Natural Disasters</u>	<u>Operational & Man-made Disasters</u>
Flood - Low risk ground floor of building however alternative offices are available at United House, North Road, London, N7 9DP	Product failure- All products under 12 months old and under warranty, serviced and maintained at regular intervals after that.
Hurricane- Low risk to the United Kingdom however alternative offices are available at United House, North Road, London, N7 9DP	Loss of reputation – criminal act- strict polices and controls in place to prevent this from happening all personnel are subject to strict vetting procedures.
Tornado- Low risk to the United Kingdom however alternative offices are available at United House, North Road, London, N7 9DP	Loss of reputation – error - strict polices and controls in place to prevent this and media controls placed on all personnel.
Typhoon -Low risk to the United Kingdom however alternative offices are available at United House, North Road, London, N7 9DP	Loss of critical customer- Client base is kept sufficient to prevent the loss of one client having a severe impact
Gales -Low risk however alternative offices are available at United House, North Road, London, N7 9DP	Fire- Replacement offices have been arranged at United House, North Road, London, N7 9DP
Earthquake -Low risk to the United Kingdom however alternative offices are available at United House, North Road, London, N7 9DP	Terrorist activity- contact between us and police kept to evaluate risk at present we are low risk however alternative offices are available at United House, North Road, London, N7 9DP
Volcanic activity -Low risk to the United Kingdom however alternative offices are available at United House, North Road, London, N7 9DP	Civil disobedience- Low risk
Lightning strikes -Low risk- lightning conductor and controller on roof to prevent strike of building	War / invasion- Low risk
Subsidence -Low risk area and property surveyed before landlord purchased provision in lease for relocation in such event.	Contamination- Low risk
Insect infestation - Telephone Rentokill pest control on 0800 917 1981	Neighbour's problems- regular meetings between us and neighbours takes place to prevent this
Rodents- Telephone Rentokill pest control on 0800 917 1981	Denial of access- Alternative offices available at United House, North Road, London, N7 9DP
Hacking- All computers are protected by AVG Anti-hack software.	
Virus- All computers are protected by AVG Anti-virus software.	
Theft - All valuables are kept secured within safes on and off site, all information is backed up and kept off site. We have contact numbers with all product suppliers to supply products within specific timeframes and insurance cover.	

Product contamination- Low risk	
<u>Equipment & Supply Failure</u>	Impact - Low Risk
Air conditioning / plant failure- N/A	Pressure waves- Low Risk
Product contamination -N/A	Building defects- Alternative offices are available at United House, North Road, London, N7 9DP
Software failure- All information backed up, and original software disc kept to reinstall.	Operator error - N/A
Hardware failure- All information backed up onto CD separate from pc's	Loss of data - All data backed up
Network failure- N/A	Extortion- Low risk only one director has financial or major control decisions
Electro-magnetic radiation -Low risk	Out of stock situations- Low Risk Large suppliers list
Power failure- Contact Southern Electricity on 0845 770 80 90	Service level failure- Various measures in place through polices and procedures to minimise risk
Loss of supplied services- Suppliers list kept to point where loss of up to 15% of registered suppliers would not effect business	Quality defects- Various measures in place through polices and procedures to minimise risk
Loss of special consumables - N/A	Failed outsourcing / supply contract - Large number of suppliers under contract to minimise
Premature technological obsolescence- Low Risk	Failure of major project - N/A
Loss of other critical assets- N/A	Lack of innovation - Low Risk
Failure to back up data- Automatically backs up on shut down attempts	Failure to manage change- Low Risk
Security breach- Controlled access to prevent, all critical information protected/ secured	

Dates

This policy was last updated on 1st February 2023

Its next review will be 31st January 2024



Catherine Hevey
PCS Administration Director



Cert No: 13012
ISO 9001, ISO 14001,
ISO 45001

ISO 9001
ISO 14001
ISO 45001

