

<p><b>Introduction/ Overview</b></p>	<p>Burton &amp; Smith Moving Limited are a commercial moving and relocation company providing services to a diverse range of sectors ranging from multi-nationals to small private concerns, both at home and overseas. They operate out of their premises in Hackbridge, Surrey where management and office staff are based together with the operating IT system. A warehouse providing substantial storage facilities is located in separate premises located 400 metres distance; operating vehicles and equipment are located on this site.</p> <p>The company is managed by 3 directors with support from an Operations Manager and administration staff – all are based in the main office building. Removal crews are based and work from the warehouse location.</p>
<p><b>Objectives</b></p>	<p>In the event of a crisis or major incident Burton and Smith Moving Ltd objectives would be to:</p> <ol style="list-style-type: none"> <li>1. prioritise existing work to ensure continuation of service – especially to those clients providing essential services – eg hospitals and those supporting the national interest eg security</li> <li>2. utilise facilities as detailed in this plan to ensure continuity of business</li> <li>3. provide practical support and information to all staff – for example in the event of a pandemic or transport disruption</li> <li>4. maintain consultation with clients and staff throughout any crisis \ major event</li> <li>5. take steps to protect staff to prevent any \ further injuries (if necessary)</li> <li>6. set business recovery underway as soon as possible</li> </ol>
<p><b>Invocation/ Activation</b></p>	<p>This plan would be activated where a situation arises which has affected or is likely to affect our business operations from day 1.</p> <ul style="list-style-type: none"> <li>• During office hours Peter Burton (or senior available director) would decide whether to activate the plan or not</li> <li>• Out of normal office hours Peter Burton, after telephone contact with the other directors would initiate cascade of instructions \ information to staff by telephone. All staff and directors have mobile phones.</li> </ul>

<p><b>Leadership/Roles /Responsibilities</b></p>	<p>The following are authorise to activate the plan:</p> <p>Peter Burton – Managing Director</p> <p>Pat Burton - Director</p> <p>Chris Burton – Operations Director</p> <p>In the absence of any of the above John Mclean- Operations Manager could activate the plan.</p>
<p><b>Relocation options</b></p>	<p>In the event of an incident rendering the main office premises unusable, the following would be instigated:</p> <ul style="list-style-type: none"> <li>• Key personnel i.e. Operations Manager John Mclean, Move Manager Carl Gough would relocate to the warehouse premises where emergency IT would be set up</li> <li>• Director Chris Burton would work from home where access to operating system – MoveMan is already in place as is access to the main email system – Outlook</li> </ul> <p>In the event of an incident rendering the warehouse facility unusable, the following would be instigated:</p> <ul style="list-style-type: none"> <li>• Key removal crews would be relocated to the office premises</li> <li>• Others would be sited at home where direction \ information would be provided by telephone</li> <li>• Vehicles and essential equipment would be moved to the office accommodation car park – where a significant amount of parking \ vehicle storage is available</li> <li>• Any excess vehicles would be located on a neighbouring business’ property</li> </ul> <p>There are sufficient key holders for both the office and warehouse premises, with a spread between management, admin staff and removal crews.</p>

<p><b>Authorities - Expenditure</b></p>	<p>the event of an incident necessitating urgent expenditure on essential services or other costs needed to ensure business continuity, the following are authorised:</p> <ul style="list-style-type: none"> <li>• Directors Chris Burton / Pat Burton hold corporate credit card and have agreed payment authorities.</li> <li>• John Mclean would authorise any essential spend (for reimbursement) by removal crews</li> <li>• Peter or Pat Burton would be consulted about any further exception spend over and above these authorities.</li> </ul>
<p><b>Essential IT needs</b></p>	<p>Burton and Smith Moving Ltd use a networked system which holds the usual office systems – Outlook email, Word, Excel etc – data, polices and business tenders and contracts are held on these. Business Operations are scheduled and managed through MoveMan which is accessible through the networked system. These facilities are also available on home systems to director Chris Burton, Tom Thetford, John Mclean, Carl Gough</p> <p>A full copy of information and business operations is downloaded onto a secure backup server disk every night.</p> <p>It is envisaged that current arrangements would be sufficient to maintain business continuity in the event of a incident however additional steps would be taken immediately if necessary, for instance:</p> <ul style="list-style-type: none"> <li>• The installation of MoveMan on the home PCs of John Mclean and Carl Gough</li> <li>• The provision of MoveMan enabled laptops to removal crew managers</li> </ul>

<p><b>Essential business needs and key documentation</b></p>	<p>The essential business operational needs of Burton and Smith Moving Ltd are staff, vehicles, equipment and IT (see above); in the event of an incident precluding the use \ availability of any of these, the following steps would be taken:</p> <p><u>Staff</u></p> <ul style="list-style-type: none"> <li>• In the event that any of the office staff were unavailable, duties would be prioritised and shared between those available. Agency staff would be used if necessary</li> <li>• If any director or operational manager was not available, cover would be arranged between the others.</li> <li>• If removal crews were unavailable, work would be prioritised to cover essential projects eg hospitals and those supporting the national interest eg security. Priority would also be given to vulnerable clients. Depending on the scale of the incident agency staff would also be utilized if necessary.</li> </ul> <p><u>Vehicles</u></p> <ul style="list-style-type: none"> <li>• Steps would be taken to retain vehicles on safe (unaffected property) see above</li> <li>• If this was not possible Burton and Smith Moving Ltd would utilise one of the major UK vehicle hire companies where credit facilities are already in place – eg Number Car Hire, Kendall Car Hire, DGC Hire</li> </ul> <p><u>Equipment</u></p> <ul style="list-style-type: none"> <li>• Steps would be taken to retain essential equipment on safe (unaffected property) see above</li> <li>• If this was not possible Burton and Smith Moving would obtain the necessary equipment through its existing membership of BAR Services</li> </ul> <p>A further contingency would be the cooperative use of vehicles and equipment of fellow (BAR) relocation companies.</p>
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<p><b>Communication/ Review arrangements</b></p>	<p><u>Communication</u></p> <ul style="list-style-type: none"> <li>• This plan will be communicated to all existing staff immediately by means of briefing, discussion and will also be sent electronically with instructions that all directors and employers ensure that they retain a secure copy at work and at home</li> <li>• It will form part of the induction for new staff</li> <li>• The plan will be included in all future tenders so that all potential clients are aware of its contents.</li> </ul> <p><u>Review</u></p> <ul style="list-style-type: none"> <li>• The plan will be reviewed immediately after any activation \ testing in order to evaluate and establish any areas to address for improvement</li> <li>• The plan will be also reviewed every 6 months by the company directors</li> </ul>			
<p><b>Testing arrangements</b></p>	<p>Aspects within this plan will be tested every 6 months – testing will be activated by John Mclean, who will subsequently lead the evaluation process with the other directors.</p>			
<p><b>Key Contacts</b></p>	<p>Peter Burton – Managing Director</p>	<p>0208 773 1122</p>	<p>077687 38608</p>	
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	<p>John Mclean - Operations Manager</p>	<p>0208 773 1122</p>	<p>077682 72153</p>	<p>johnmclean@burton-smith.co.uk</p>