



quinn



Business Continuity Plan 2024



Dome House
8 Hartley Avenue
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London
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Date of last review:

08/01/2024



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Maintaining this document is the responsibility of: Patrick McGrath

This document was last reviewed on: 08th January 2024

This document will next be reviewed on: 09th January 2025 or sooner where circumstances dictate

Name & Title	Location
Andrew Williams, Heritage Director	Greek Street
Eamon McConville, Commercial Director	Head office
Gerry O'Connor, Managing Director	Head office
Imran Karim, Finance Director	Head office
Jack Butchart, Central London Director	Greek Street
Mark Devon, Business Development Director	Head office
Pat McGrath, Managing Director	Head office
Paul Clement, Pre-Construction Director	Greek Street
Rob Dolan, Commercial Director	Head office
Seamus Quinn, Chairman	Head office

Purpose

This document is designed to assist planning with emergencies that could result in access being restricted to the office premises, or emergency situations that could affect all or significant parts of the company's operations.

Objectives

- To define and prioritise the Critical Functions of the business
- To detail the agreed response to an emergency
- Define key contacts during an emergency
- References and points to the location of critical data
- To detail procedures to assist in the business recovery

Key staff

In the event of a disaster, the board of directors and safety, health, environmental and quality (SHEQ) team will be tasked with enacting this plan.

It must be recognised that an incident that results in the enacting of this plan may cause additional pressures for staff. Staff members will be given clear direction about the priorities of the business. Managers must ensure that they monitor staff more closely to ensure that their welfare is maintained.

Staff will be made aware of what their role is when a major disruption occurs. Clear and concise communication with staff is pivotal to having an organised response. Staff will be made aware of what communication methods are going to be used so they can find out the latest information, if they are going to be working from a different location than normal.

Managers who suspect that staff members have suffered undue stress or even trauma from the business disruption must consider providing assistance to those staff who have been affected.

Communicating with staff

Key things to consider when communicating with staff during a disaster:

- Should communication be centralised from one person, or should department managers pass on information from the business owners?
- What will the primary communication channel be? Email, phone, text?
- Where are the contact details for staff stored, and will this be accessible in the event of an incident?
- Should you restrict who knows specifics about the incident?
- Should staff be forbidden from speaking to the media?
- How and when should the extent of the disaster, and the fallout, be communicated to customers? Do they need to know?

Our IT Consultants, Artemis, provide both pro-active and re-active protection of our IT systems and processes under a standard support agreement.

Agreed strategy

In the event of any breakdown of the general office hardware or software, our IT consultants will remote access into the device / computer systems in an attempt to find a resolve. It is expected that any breakdown would be rectified within 4 hours, and would not have any detrimental impact to our day to day operations. Other forms of communication will be used should urgent and essential dealings be required during this time.

Data back-ups

Computerised records held on the network / server shall be backed-up to the cloud on a daily basis automatically by hardware and software installed in-house.

All Financial, Accounts and Personnel data held on the server will be automatically backed up by a Data system, and copied into the cloud at least once per working day.

Members of staff with a stand-alone computer will be responsible for undertaking their own backups at a frequency appropriate to the importance of the information or records held on the computer. Members of the IT team and Artemis will work closely with all users of stand-alone computer equipment to ensure local hard drives / desktops are linked to the business's Microsoft 365 account and ensure its backed up by One-Drive.

Should a situation arise that causes normal business operations to fail, the Managing Directors or a member of the Board will confirm the necessary action.

Equipment

Things to consider:

- What immediate up-front costs would be associated with quickly deploying emergency equipment
- If replacement equipment is required, how will it be distributed?
- If you have off-site data backups, how are they accessed?
- What is a realistic time-frame for delivery of replacement equipment - should you have an emergency supply of laptops available straight away?

- Ensure the security of the site and the building at all times
- Ensure that people who are allowed access are deemed to be appropriate
- Follow guidelines issued by authorised government departments or agencies, including the emergency services and/ or the armed forces
- Evaluate the available staff resource, then prioritise to enable:
 - Structured internal reporting and communication hierarchy
 - Efficient external communications
 - Critical service provision
 - Support & administration processes
- Maintain optimal housekeeping - enforce clear desk policies and total control of materials and resources. This will enable an efficient re-start of normal business
- Advise our business insurers of the situation
- Advise regulatory bodies of the situation
- Advise our legal team of the situation
- Maintain all communication systems, Telephones (landline and mobile), email and vehicles, also radio and television reception
- Maintain contact with utility suppliers for information on service & supply continuity
- Advise customers according to the current instruction issued by a Company Director or the appointed Senior Manager. If no instruction is available, the advice to customers is that they will be contacted with an update in 24 hours
- Maintain contact with customers and suppliers, update business plans and delivery schedules to provide guidance to customers
- Where reasonable, maintain contact with staff unable to attend work.
- Review resources for capability to provide a minimum level of business continuity, where it is considered minimum business cannot be maintained, agree with all staff a schedule for contact to review the situation.

Appendix A

Risk matrix analysis

Risk matrix scoring criteria:

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	Likelihood	Mitigation in Place	Impact	Risk Score
Competition	High	Yes	High	A
Economic/ labour	High	Yes	High	A
Disease/ pandemic	Low	Yes	High	B
Compliance	Low	Yes	High	B
Reputational	Low	Yes	High	B
Financial	Low	Yes	High	B
Fire	Low	Yes	High	B
Structure or building collapse	Low	Yes	High	B
IT failure	Low	Yes	High	B
Flooding	Low	Yes	High	B
Vehicle accident	Low	Yes	Low	D
Gas leak	Low	Yes	Low	D
Asbestos release	Low	Yes	Low	D
Chemical spillage	Low	Yes	Low	D

Appendix B

Emergency response
checklist

Hazard		Tick	
Start a log of actions taken			
Liaise with Emergency Services			
Identify any damage			
Identify functions disrupted			
Convene your response/ recovery time			
Provide information to staff			
Decide on a course of action			
Communicate decisions to staff and business partners			
Provide public information to maintain reputation and business			
Arrange a debrief			
Review of the Business Continuity Plan			
Recovery action plan			
Task	Detail	Instructions	Completed?
First hour			
First 24 hours			
24-48 hours			
Up to 1 week			
Up to 2 weeks			
Beyond 2 weeks			

Appendix C

Emergency contact
log

Key internal contacts

Contact and title	Contact telephone number	Contact email
Seamus Quinn, Chairman	07802 841 834	seamus.quinn@quinnlondon.co.uk
Pat McGrath, Managing Director	07710 277 377	pat.mcgrath@quinnlondon.co.uk
Imran Karim, Finance Director	07515 993 629	imran.karim@quinnlondon.co.uk
Mark Devon, Business Development Director	07921 649 688	mark.devon@quinnlondon.co.uk
Paul Clement, Pre-Construction Director	07946 012 352	paul.clement@quinnlondon.co.uk
Gerry O'Connor, Managing Director	07714 137 081	gerry.oconnor@quinnlondon.co.uk
Jack Butchart, Central London Director	07900 265 553	jack.butchart@quinnlondon.co.uk
Andrew Williams, Heritage Director	07720 975 155	andrew.williams@quinnlondon.co.uk
Eamon McConville, Commercial Director	07549 700 386	eamon.mcconville@quinnlondon.co.uk

Key business contacts

Contact and title	Contact telephone number
Mobile phones and IT	
ARTEMIS (inc. BT phone and mobile devices)	020 3326 5000
Office services	
Ranger Security (Fire and burglar alarm and access control)	07841 163 248
Gas supplier	Not applicable
Electricity supplier	0333 009 5807
Aircon London (Aircon & heating)	07787 827 106
Insurance details	
Clear Insurance Group	020 8511 1090
<ul style="list-style-type: none"> Employers liability: Aviva Insurance Limited Public liability: Aviva Insurance Limited Excess public liability: CAN Insurance Company Ltd Professional indemnity: HCC Insurance Holdings Excess professional indemnity: CNA Insurance Company Ltd 	

Key task reviews

Task	Date of last review
Back-up information register	
IT records/ backup details/ data location	29/01/2024
HR documents backup	02/02/2024
Additional information	
Fire alarm last tested	27/01/2024
Security system and access control last tested	27/01/2024
Emergency evacuation procedures last tested	22/12/2023

Appendix D

Disaster record sheet

Date	Time	Information/ Decision/ Action	Initials

Supporting the
communities
we serve.



Contact

Quinn London Limited
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