



BUSINESS CONTINUITY PLAN

BROOK GREEN SUPPLY LTD

CSR DOCUMENT

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www.brookgreensupply.com

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OVERVIEW

This document details the Business Continuity Plan for Brook Green Supply. The purpose of which is to enable the recovery from a disaster scenario and continuation of business – its critical activities and service delivery to its clients, as soon as is practicably possible.

Objectives

The Business Continuity Plan sets out to achieve the following goals:

- a) Return critical business activities to normal as soon as possible;
- b) Aim to avoid incidents becoming a crisis;
- c) Ensure compliance (regulatory, statutory and legal) in a disaster scenario is preserved for Brook Green Supply and its clients;
- d) Ensure costs of disruption to Brook Green Supply are minimized.

KEY DEFINITIONS

Business Continuity

Business Continuity comprises a general yet defined set of planning, preparatory, and associated activities which are designed to ensure that an organizations fundamental business functions will either continue to operate notwithstanding disastrous events that might have interrupted them or will be recovered to a workable state within a reasonably short period of time.

Business Continuity encompasses three key elements:

- a) **Resilience** - Crucial business functions and the supporting infrastructure are designed and engineered in such a way that they are essentially unaffected by most disruptions.
- b) **Recovery**- Preparations are made to restore critical and less critical business operations that fail.
- c) **Contingency** - The organization establishes a generalized capability and readiness to manage effectively with whatever Major Incidents may occur - foreseen or not.

Disaster Recovery (DR)

Disaster Recovery is a subset of Business Continuity. It involves a set of policies and procedures to enable the recovery or continuation of critical technology infrastructure and systems, following a natural or human-induced disaster.

Major Incident

A Major Incident causes serious interruptions of business activities and must be resolved with great urgency to restore the business to normal operations.

Overall Responsibilities

This section outlines the overall responsibilities of the Business Continuity Plan, specifically the Document Owner and those within Brook Green Supply.

Document Owner

It is the responsibility of the Document Owner to ensure that the Business Continuity Plan is regularly reviewed and updated on a monthly basis. Where changes are made, a revised version of the documented will be distributed to all members of the Brook Green Supply Group.

Brook Green Supply Group

It is the responsibility of individuals within the Brook Green Supply Group to have thoroughly read and understood the Business Continuity Plan, in addition to having verified access to key systems as per the appendices of this document, at their permanent place of residence. A copy of the latest revision of this document – whether in the form of a hard copy or digitally stored, must readily accessible.

SITUATION MANAGEMENT GROUP (SMG)

This group is responsible for the management decisions involved during a Major Incident.

Members

NAME	TITLE
Harry Pick	Operations Director
Christian Coles	Director
Richard Nicholls	Commercial Director
Marc Palmer	Head of Technology and Digital
Carlos Ferreira	IT Manager
Ruth Scott	Office Manager
Jonathan Navon	Chief Operating Officer
Thomas Rassmuson	Co-Head of Asset Management
James McRobbie	General Council

Responsibilities

- a) The SMG will be convened to decide the next steps and to initiate the call out tree to inform the rest of the staff of the activation of the BCP.
- b) The call out tree will also be used to keep all staff informed and provide ongoing instructions from the SMG.

- c) The SMG will decide which of the external contacts to notify depending on the severity of the situation.
- d) The BCP plan details will be kept up to date by Carlos Ferreira, IT Manager. Updates will be circulated as and when they are made and the date of the document updated on its front page.
- e) An up to date copy of this document must be kept at the residence of each member of staff.

Core Members

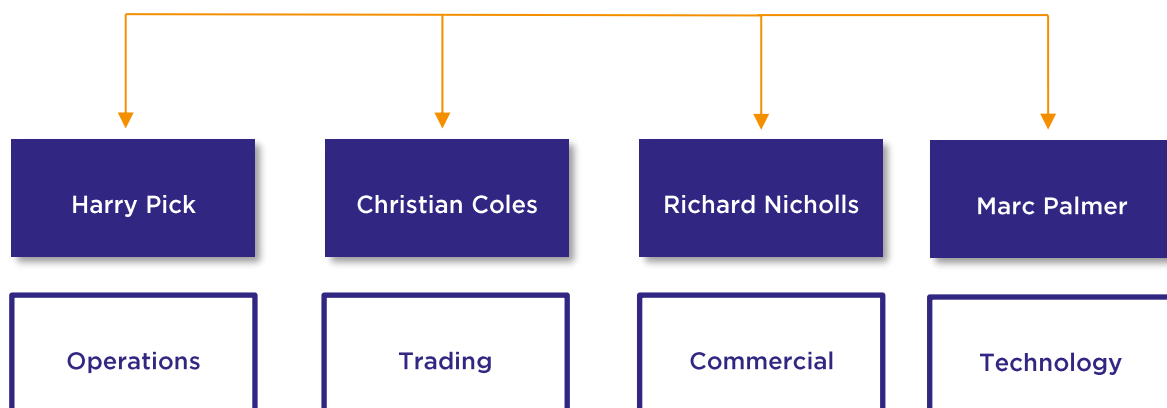
Of those listed in the Situation Management Group, the following are core members:

- Harry pick
- Christian Coles
- Richard Nicholls
- Marc Palmer

These core members have the authority to invoke the Business Continuity Plan based on the relative Disaster Recovery scenarios, without approval of any other member. Members of the group will also be consulted by anyone else in the Situation Management Group who wishes to invoke the Business Continuity Plan, when a Major Incident is identified.

Callout Tree

- a) Brook Green Supply staff will be contacted in the event of a disaster recovery incident using a vertical callout tree as per the schematic below.
- b) Each SMG member will call each of the contacts beneath them in the tree and pass details of the nature of the BCP event to them.
- c) The SMG member will note any employees that they were unable to contact.
- d) After attempting to contact all of the people in their group the SMG member will report back the SMG Group with details of people they could not contact.



DISASTER RECOVERY SCENARIOS

The detailed BCP is formed of several scenarios.

London Office Not Accessible and Office IT Systems Offline

- a) The SMG will be activated and will invoke the BCP.
- b) London staff will use their home computers to access a virtual desktop session and email services.

London Office Not Accessible, But Office IT Systems Intact

- a) The SMG will be activated and will decide whether to invoke the BCP.
- b) London staff will use their home computers to access a virtual desktop session and email services or, if permitted and set up, access their office workstation remotely.

Office Accessible, Failure of Critical IT System(S)

- a) The SMG will be activated depending on the severity of the failure.
- b) Loss of core technology infrastructure services will failover to the relevant DR systems. Server and/or service recovery will take anywhere from fifteen minutes to four hours depending on which services are affected.

Failure of Telecommunication Facilities

- a) Voice communication disruption. The SMG will not be activated.
- b) Calls will be redirected through to mobile phones.

Disaster Recovery Invocation

