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BUSINESS CONTINUITY PLAN

GENERAL INFORMATION	
Business name	Viamed Group of Companies
Business address	15 Station Road, Cross Hills, England, BD20 7DT, England 17 Station Road, Cross Hills, England, BD20 7EH, England
Date	01 December 2020
Prepared by	Derek Lamb

SCOPE AND OBJECTIVES

The purpose of this Business Continuity Plan is to have an executable plan for Viamed Group of Companies in case of an emergency.

This Business Continuity Plan will be triggered in the event of:

- An epidemic, pandemic or disease
- Brexit-related disruption
- A natural disaster
- A technology issue including but not limited to a data breach or cybersecurity attack
- A fire

BUSINESS FUNCTION PRIORITIES IN EVENT OF AN EPIDEMIC, PANDEMIC OR DISEASE

An epidemic, pandemic or disease would impact business functions in the following ways:

Service delivery

Impact on function:

- Disruptions would negatively impact our customers and their ability to buy our goods and receive our services.

Recovery procedure: In the current pandemic those who can work from home are doing and those who have been told to shield, as they are vulnerable, are having work taken to them by a member of staff who is insured to drive for work. This stock is tracked by the system but the usual tight controls have had to be relaxed to enable labelling and QA of certain product. Regular checking is taking place that no stock is being missed or lost. The company will and has provided equipment to enable staff to work remotely and the systems have been updated to reflect this. We reserve the right to update procedures as we go along in an Extreme National or International Crisis to facilitate the flexible working of staff.

Protecting the Staff while in work at present this includes wearing a mask and keeping 2 meters apart. Reducing staff present in work and moving areas where people work to keep people distanced. This also included having other areas in the company and in peoples homes where stock is processed. We have areas in the companies that stock is being stored away from the usual areas to make it safe for it to be worked on or tested and labelled. We reserve the right to have times where stock is not on the shelf it is scanned to we endeavour to make this happen but in the event of an Extreme National or International Crisis we cannot guarantee this will be fully controlled.

Resource requirements: Personal Protective Equipment .

Anti Bacterial gel.

Signage to direct the staff that are present to follow the guidelines.

Supply chain

Impact on function:

Recovery procedure: Close contact with critical suppliers to ensure good communications and flexibility to aid in continued supply.

Alternate suppliers for key products to ensure no disruption to supply.

Quick response to queries and problems to ensure free flow of information inside and outside the companies.

Inform customers of any disruptions.

Resource requirements: Good contact management system.

Reliable email, messaging and telephone systems.

Staff

Impact on function:

- It could be physically unsafe for staff to come and go from the workplace, e.g. by using public transport.
- Staff may have increased care/family responsibilities and due to school closure or sick family members.

- Staff may leave their jobs because of potential or actual safety concerns and/or incidents.
- Staff may experience personal trauma such as death or sickness of family members as a result of the epidemic/pandemic/disease.

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Auditing we currently have two types of internal auditing, the rolling tasks and mini audits, these can be carried out at home when the job is on the computer. The jobs that cannot be done will have a statement in the task and audit area reflecting this. We also carry out audits of the systems with tick lists and the need to check work and paperwork of staff, this cannot always be carried out in and Extreme National or International Crisis. We reserve the right to do these when we can or delay them until it is safe to have the auditor in the buildings again.

Visitors to the companies In the current pandemic we do not want the staff that have to be in the buildings, to come in to any unnecessary contact with people. Any requests to visit will have to be assessed on a case by case basis. These could include servicing of equipment including fire alarms and fire extinguishers. Visits such as these, we will try and accommodate, as soon as it is safe to do so. As the health and safety in the company has to be a top priority but it has to be assessed against protecting staff. Visits from Standard people also have to be assessed for safety and if alternate methods can be used they should be. We reserve the right to refused to have people in to the company, who may compromise the safety of staff.

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Resource requirements: Personal Protective Equipment.

Anti Bacterial gel.

Effective internal systems.

Signage to direct the staff that are present to follow the guidelines.

IT equipment to enable remote working.

Transport to enable work and equipment to be delivered to external sites.

Telephone system that will work remotely.

Transport and logistics

Impact on function:

- Vehicles used in the business have not yet been fitted with sanitisers and processes for regular cleaning.

Recovery procedure: Using PPE and Anti Bacterial gel and follow government guidelines. Only those urgently require will be allowed to travel on behalf of work or to transport between staff and the warehouse. Monitoring of PPE usage will be carried out.

Resource requirements: Personal Protective Equipment.

Anti Bacterial gel.

Signage to direct the staff that are present to follow the guidelines.

BUSINESS FUNCTION PRIORITIES IN EVENT OF A NATURAL DISASTER

A natural disaster would impact business functions in the following ways:

Service delivery

Impact on function: May slow down processes while we adapt to the new working environment.

Stock may need to be replaced.

New working areas may need to be used.

- **Recovery procedure:** Re stock from Suppliers.
- Re locate warehouse.
- Re locate the offices.
- Use staff available in other roles where needed.
- **Resource requirements:** New premises.
- Replacement IT equipment.
- New stock.

- Assess communications.
- Re locate staff
- More staff.

Supply chain

Impact on function: Interruption to supply chain.

Damage to existing stock.

Damage to existing storage.

Possible problems with delivery companies/ couriers.

- **Recovery procedure:** Re order stock from available suppliers.
- Inform customers of any disruptions.
- Ensure safe storage available.
- Assess delivery companies/ couriers.
- Assess communications.
- **Resource requirements:** Safe warehousing.

Staff

Impact on function: May slow down processes while we adapt to the new working environment.

Staff may be unable travel to work.

Staff may be unavailable.

New working areas may need to be used.

- **Recovery procedure:** Ensure safe working environment for staff.
- Allow remote working if needed.
- Do not allow staff to travel if it is not safe to do so.
- Provided IT to work remotely.
- Employ more staff if needed or reassign existing.
- Assess communications.
- **Resource requirements:** IT Equipment.
- Safe areas to work.

Transport and logistics

Impact on function: Damage to current deliveries.

Possible problems with delivery companies/ couriers.

- **Recovery procedure:** Assess delivery companies/ couriers to ensure they can continue to meet the companies requirements.
- Use in house transport to fulfil needs.
- **Resource requirements:** Review of delivery companies/ couriers.
- Appropriate in company transport.

BUSINESS FUNCTION PRIORITIES IN EVENT OF A FIRE

A fire would impact business functions in the following ways:

Service delivery

Impact on function: May slow down processes while we adapt to the new working environment.

Stock may need to be replaced.

- **Recovery procedure:** Re stock from Suppliers.
- Re locate warehouse.
- Re locate the offices.
- Use staff available in other roles where needed.
- **Resource requirements:** New premises.
- Replacement IT equipment.
- New stock.
- Assess communications.
- Re locate staff
- More staff.

Supply chain

Impact on function: Interruption to supply chain.

- Damage to existing stock.
- Damage to existing storage.
- Possible problems with delivery companies/ couriers.
- **Recovery procedure:** Re order stock from available suppliers.

- Inform customers of any disruptions.
- Ensure safe storage available.
- Assess communications.
- Assess delivery companies/ couriers.
- **Resource requirements:** Safe warehousing.

Staff

Impact on function: May slow down processes while we adapt to the new working environment.

Staff may be unable to travel to new work location.

Staff may be unavailable.

New working areas may need to be used.

- **Recovery procedure:** Ensure safe working environment for staff.
- Allow remote working if needed.
- Provide IT to work remotely.
- Employ more staff if needed or reassign existing.
- **Resource requirements:** IT Equipment.
- Safe areas to work.

Transport and logistics

Impact on function: Damage to current deliveries.

Changes to where deliveries will need to be made to and picked up from.

- **Recovery procedure:** Assess delivery companies/ couriers to ensure they can continue to meet the company requirements.
- Use in-house transport to fulfil needs.
- **Resource requirements:** Review of delivery companies/ couriers.
- Appropriate in-company transport.

BUSINESS FUNCTION PRIORITIES IN EVENT OF A TECHNOLOGY ISSUE

A technology issue would impact business functions in the following ways:

Service delivery

Impact on function: We can set up work at any location with power and an internet connection. All files are backed up and there are always spare IT resources available.

- **Recovery procedure:** To continue business remotely until we are able to return to back work. Or to set up a more permanent base somewhere more appropriate.
- **Resource requirements:** Spare IT equipment.
- Internet connections.
- Power supply.

Supply chain

Impact on function: Delays in the supply chain while new equipment is set up.

- **Recovery procedure:** Inform customers of any disruptions.
- To continue business remotely until we are able to return to back work. Or to set up a more permanent base somewhere more appropriate.
- **Resource requirements:** Internet connections.
- Power supply.
- Assess communications.
- Assess delivery companies/ couriers.

Staff

Impact on function: May slow down processes while we adapt to the new working environment.

- **Recovery procedure:** Provided IT to work remotely.
- Employ more staff if needed or reassign existing.
- Assess communications.
- Do not allow staff to travel if it is not safe to do so.
- **Resource requirements:** IT Equipment.
- Safe areas to work.
- Power supply.
- Assess communications.

Transport and logistics

Impact on function: Communications with delivery companies/ couriers could be interrupted or delayed.

Possible delays in shipping, from alternate site or due to different IT equipment.

- **Recovery procedure:** Assess delivery companies/ couriers to ensure they can continue to meet the companies requirements.
- Use in house transport to fulfil needs.
- **Resource requirements:** Review of delivery companies/ couriers.
- Appropriate in company transport.

BUSINESS FUNCTION PRIORITIES IN EVENT OF BREXIT-RELATED DISRUPTION

Brexit would impact business functions in the following ways: May cause interruptions in transport, financial transactions, staffing, sourcing equipment and stock shortages. Increased or changed regulations.

Service delivery

Impact on function: Delays to deliveries. Goods being held at customs boards due to ours, the supplier or the customers lack of action or knowledge.

- **Recovery procedure:** Hold extra stock. Carry out regularly reviews of suppliers and courier companies.
- **Resource requirements:** Extra stock.

Supply chain

Impact on function: There should be no delays to supply. But if this should occur, we would inform our customers as soon as possible and keep them informed of any developments.

- **Recovery procedure:** Hold extra stock. Carry out regularly reviews of suppliers and courier companies.
- Source alternative suppliers.
- Extra training on new import and export regulations.
- Review of Tariff / HS codes
- **Resource requirements:** Use of shipping companies as advisors to clear goods and fill in forms.
- Training when the new rules have been released.
- External advisors if needed.

Staff

Impact on function: There will be no disruption to staff caused by Brexit. Unless we use staff from outside the UK, which we do not at present use.

- **Recovery procedure:** N/A
- **Resource requirements:** N/A

Transport and logistics

Impact on function: Possible delays to deliveries. Delays to shipped goods at customs boards.

- **Recovery procedure:** Hold extra stock.
- Carry out regularly reviews of suppliers and courier companies.
- Use of shipping companies as advisors to clear goods and fill in forms.
- Extra training on new import and export regulations.
- Review of Tariff / HS codes
- **Resource requirements:** Extra stock.
- Use of shipping companies as advisors to clear goods and fill in forms.
- Have alternate couriers.
- External advisors if needed.

RECOVERY PLAN

1) Response personnel

The recovery team is responsible for maintaining business continuity and acting upon this Business Continuity Plan to ensure minimal business disruption.

Team leader

Derek Lamb

Email address: derek.lamb@viamed.co.uk

Role: Managing Director

Responsibilities: In charges of the running of the companies.

Team members

The following are the current team members on the recovery team:

Helen Lamb

Email address: helen.lamb@viamed.co.uk

Role: Director

Responsibilities: Supports the Managing Director in the running of the companies.

Steve Nixon

Email address: steve.nixon@viamed.co.uk

Role: Director

Responsibilities: Supports the Managing Director in the running of the companies.

2) Relocation strategy

A. Teams to be relocated

- Office and sales – Work remotely, possible Home working
- Shipping and warehouse workers, would be set up at an alternative site.

B. Details of alternate business site

- Home working
- Owners premises or external site

3) Communications

- Firstcom Europe Ltd, 2 Thomas Holden Street, Bolton, Lancashire, BL1 2QG
- Tel: 0333 023 7033

Firstcom hold all our lines and internet we would use them to re establish a connection and phone lines.

A. Internal communications

The staff member in charge of internal communications on the current state of recovery is:

Name	Email address	Role
Derek Lamb	derek.lamb@viamed.co.uk	Managing Director

B. External communications

The staff member in charge of customer communications on the current state of recovery is:

Name	Email address	Role
Derek Lamb	derek.lamb@viamed.co.uk	Managing Director

C. Suppliers

Derek Lamb is responsible for contacting suppliers to keep them up to date on the business' current status. Derek Lamb is the Managing Director at Viamed Group of Companies. To reach Derek Lamb, you can email him at derek.lamb@viamed.co.uk.

For a list of the business' suppliers and their contact information please refer to Intrastats Supplier page.

REVIEW AND TESTING

This Business Continuity Plan will be reviewed every Once a year. This Business Continuity Plan will be tested every Five years.