

# Business Continuity Management

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## Revision Table

Revised on	Version #	Description	Approved by
31/10/22	2.0	HP5-No Updates Initial Doc	Gary Anderson
07/06/23	3.0	Update Format	Ashley Barber
22/10/2024	4.0	No Update	Ashley Barber
07/10/2025	5.0	No Update / Re-issue	Ashley Barber

## Policy brief & purpose

The purpose of this policy is to ensure that Holmes Building Contractors Ltd. have appropriate systems and procedures in place to deal with unexpected / unforeseen circumstances and ensure that damage limitation to the business is minimised.

## Scope

This policy applies to all office staff employed by Holmes Building Contractors





Holmes Building Contractors Ltd  
Campion House  
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[www.holmesbuilders.co.uk](http://www.holmesbuilders.co.uk)



## Policy elements

### **Emergency protocol/business continuity plan**

(Campion House, Yarmouth Business Park, Great Yarmouth, Norfolk, NR310DN)

#### **Fire procedures**

Fire procedures are displayed in prominent positions, on notice boards, around the workplace. They include the identity of appointed Fire Marshals, emergency exits, the location of muster points and other procedural details.

All employees must ensure that they are familiar with the emergency procedures in order to minimise the risks to life in the event of an emergency situation caused by fire.

Personnel will familiarise themselves with all emergency escape routes, types of firefighting equipment available and be trained how to use it.

Appointed Fire Marshals are responsible to instigate and coordinate the effective evacuation of the area in the event of an emergency.

If the fire alarm sounds, their instructions must be followed

Once the building is clear a register will be taken to ensure all employees are accounted for.

The fire drill / evacuation procedures will be practiced to ensure that they remain effective.

These drills should be treated seriously and as real fire emergencies by all employees.

Personnel who have issues which will affect their ability to evacuate the building should inform the Fire Warden who will arrange for assistance.

If an employee discovers a fire, they should:

- raise the alarm, operate the nearest call point
- inform the responsible person of the location of the fire
- only fight a fire if you are trained or are competent to do so
- do not put yourself or others at risk by stopping to fight a fire.

If an employee hears the activation of the fire alarm, they should:

- do as instructed by Fire Marshals



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- evacuate in a timely manner without delaying to retrieve personal items
- do not hinder other people's evacuation
- remain calm, walk quickly and do not run
- remain at the muster / assembly point until instructed otherwise
- do not re-enter the building until instructed by a Fire Marshal.

### **Bomb scare procedures**

Upon discovery of a suspicious object, package or threat of an explosive device you must be ready to assess the risks to yourself and others in the area. Following assessment of the situation you must decide on appropriate actions and act accordingly.

### **Telephone Warnings**

If an employee is made aware of a bomb scare by telephone, they should:

- ensure they allow the caller to deliver the full message, stay calm, do not interrupt them before engaging in conversation
- keep the caller on the phone for as long as possible whilst attracting the attention of a colleague
- inform the colleague in a discreet manner, indicating them to inform the responsible person
- take note of anything about the caller that may be useful to the authorities including; accents, sex, any background noises and the type of language used
- the responsible person will instigate appropriate action with guidance from the emergency services.

### **Suspicious objects/packages**

If an employee is the recipient of a suspicious object or a package, they should:

- evacuate people in the immediate vicinity of the device/package and ensure that no one tampers with it
- inform the responsible person of the issue immediately.

### **Evacuation procedure**

If an evacuation is deemed to be appropriate, Fire Marshals will instigate the evacuation procedure. It is important that you listen to their instruction as the evacuation plan may change depending on the nature of the threat.

Make sure that their instructions are followed as this evacuation may have been instigated by the emergency services.



## Infectious disease procedures

Where it is recognised by the World Health Organisation or the Government that an infectious disease creates a public health emergency, the Company will assess the risk posed to its workforce by the disease.

At all times, Government advice will be taken on managing our employees in relation to infection control, overseas travel, isolation periods and other relevant matters.

With regard to the severity of the risk, we may decide to:

- stagger start and finish times so that fewer people are together at once
- introduce a higher level of cleanliness and hygiene at the workplace
- cancel non-essential travel to affected areas
- cancel non-essential training sessions
- deal with clients/customers by phone and email
- if face to face meetings must take place, ensure that facilities are suitable to minimise the spread of infection e.g. allowing a distance of more than one metre between participants
- deploy greater levels of flexibility including permitting employees who are usually office based to work from home.

Employees have a role to play in ensuring that the risk of infection is kept at an absolute minimum, and must themselves stick to Government guidance in relation to overseas travel etc.

## Business Continuity Management Plan (BCMP)

### Introduction

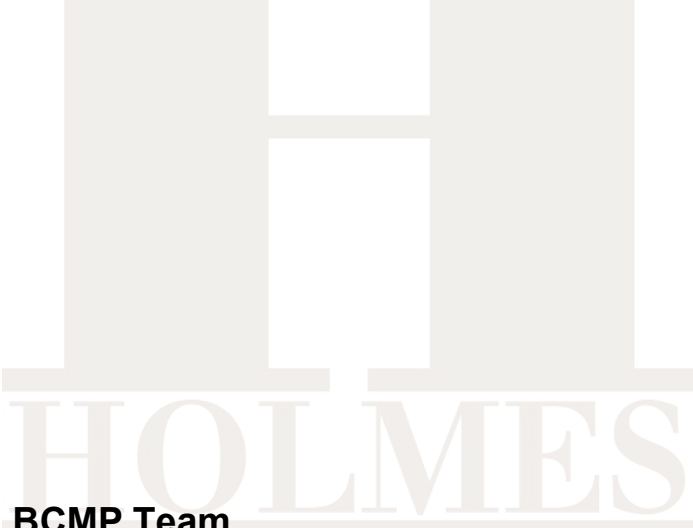
We are a small to medium enterprise with approximately 40 directly employed personnel. Our offices at present comprise of a single storey leased property so escape and subsequent remobilisation would be relatively easy.

We have taken out suitable insurances to ensure we can deal with emergency situations effectively. Outlined below are the basic steps to ensure business continuity and management

### Roles and Responsibilities

- development of the plans (Ashley Barber – Operations Manager & Gary Anderson Health & Safety Manager)
- operation and testing of the plans (As above)
- those with the authority of activating and escalating the plan (Directors and Senior Managers)





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**BCMP Team**

The team is made up of the key staff who will be mobilised to invoke the plans after approval from those with the authority for activation:

- Senior Managers & Fire Marshalls / First Aiders (Ashley Barber – Operations Manager & Gary Anderson Health & Safety Manager)
- The business information on the server is backed up every day at the office and once a day on a cloud based system so we would never lose more than one days work
- The Directors Neil & Garry Holmes also have offices at their home addresses from which the BCMP will be instigated to ensure the business is remobilised on an urgent basis

**Other Contacts (See Full list at end of this document)**

The emergency services are very close to the office on the Yarmouth Business Park  
 All our suppliers are local businesses who we have built established relationships with.

FOR ALL MAJOR EMERGENCIES CALL 999 REQUEST SERVICE REQUIRED AND EXPLAIN CALMLY WHAT HAS HAPPENED AND ANY OTHER RELEVANT INFORMATION THAT MAY HELP THE EMERGENCY SERVICES

Service	Telephone No	Address
Fire Station	01493 843212	Friars' Ln, Great Yarmouth NR30 2RP
Police Station	0845 456 4567	Howard St N, Great Yarmouth NR30 1PH
Hospital	01493 452452	James Paget Lowestoft Road Gorleston-on-Sea, Great Yarmouth NR31 6LA

**Risk Register**

(The risk event, leading to consequence for service)	Impact / Likelihood	Action
1. Power failure at Holmes HQ, leading to no ICT, phones, lighting, etc, resulting in disruption of services, possible dissatisfaction with customers	B3	IT services / data to be backed up. Working from home to be instigated if workplace regs cannot be met.
2. Fire at Holmes HQ, leading to loss of (part of) building, resulting in possible death of, or injury to,	A3	Business Continuity, and regular fire drills Fire detectors, regular



staff or customers, disruption to internal processes and services to customers.		alarm tests, annual service contracts IT services / data backed up, working from home and temporary offices to be instigated
3. Extreme gales, leading to damage to roof or other building structure, causing loss of (part of) building, resulting in disruption to internal processes and services to customers.	D3	Assess damage and use workforce to repair once safe to do so.
4. Parcel bomb/Security, leading to evacuation of building and possible injury to post opening staff, resulting in disruption of services to the public, staff possibly unable to access cars to go home, possible dissatisfaction with lack of available contingency arrangements.	A4	Safe evacuation and wellbeing of staff is paramount. Followed by advice from emergency services
5. Water supply failure, leading to lack of fresh water, affecting drinking water supply and toilet flushing, resulting in staff discomfort, call out charges or repair costs, possible health or hygiene issues.	C3	Staff welfare & wellbeing to come first, working from home until problem is rectified
6. Sewer blockage, loss of the availability of toilet facilities – potential closure of building	C3	Assess problem and use staff to rectify the problem. If not possible then.. Staff welfare & wellbeing to come first, working from home until problem is rectified
7. Extreme (large quantity) Flooding /water leak – main office, loss/disruption of access to offices/equipment	A3	Regular updates from environmental agency and early evacuation if flooding is possible due to high tides. Close offices, working from home until safe to return. Temporary offices arranged immediately.
<b>IMPACT</b> A Extreme B High C Medium D Low		
<b>LIKELIHOOD</b> 1Almost certain 2 Likely 3 Possible 4 Unlikely		





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## Recovery plan

Initially working from home and the Directors offices to get the business up and running immediately. All legal issues to be dealt with immediately (Day 1), depending on the seriousness of the situation, this may include investigations by authorities and insurance companies.

Phonelines to be diverted to mobiles (Day 1)

Deal with customers, clients and suppliers (Day 2) communication first then arrangement of temporary facilities as required (5 Days)

All contractual issues are to be discussed and resolved with the client within a week.

## Testing

Personnel will carry out drills to different scenarios to ensure the plan is understood and can be instigated





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## Other Useful Contacts & Emergency Phone Numbers

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Service	Telephone No	Address
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Police Station	<b>0845 456 4567</b>	Howard St N, Great Yarmouth NR30 1PH
Hospital	<b>01493 452452</b>	James Paget Lowestoft Road Gorleston-on-Sea, Great Yarmouth NR31 6LA
Hospital	<b>01603 286286</b>	Norfolk and Norwich University Hospital Colney Lane Norwich NR4 7UY
Coastguard	<b>999</b>	Gorleston Coastguard station 23 High Rd, Gorleston-on-Sea, Great Yarmouth NR31 0PJ

## UK Power Networks – Electrical Emergency

**0800 31 63 105**

Report as soon as possible on 0800 31 63 105 free to call from a landline or a mobile phone. Treat electricity cables as live, stay away and call immediately.

If you see electricity lines that are down or causing significant risk to the **public please call 999**





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## National Grid -Gas or Carbon Monoxide Emergency

**0800 111 999**

To report a gas or carbon monoxide emergency, or if a pipeline is struck (even if no gas leak has occurred) call 0800 111 999 - 24 hours a day

## Electrical Emergency

East England / UK Power Networks  
**0800 783 8838**

## Environment Agency

Waveney Works, Haddiscoe, Station Rd, Great Yarmouth NR31 9JA  
**01473 706600**  
Incident hotline  
Telephone: **0800 80 70 60**  
24-hour service

## Health & Safety Executive

Rosebery Court, 2nd Floor, St Andrew's Business Park  
Norwich, Norfolk, NR7 0HS  
**0300 0031747**

## Liability Insurance

R.Todd Insurance Services  
3 Church Lane, Gorleston, Great Yarmouth, NR31 7BE  
**01493 603313**

