

Solo Service Group Business Continuity Plan

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1. Aim of the plan

Solo Service Group are firmly committed to ensuring service to all our Customers in the UK is continued in the event of disruption from identified Critical Risk factors.

This plan has been designed to prepare a framework and process for Solo Service Group to plan the continued delivery of business and cope with the effects of an emergency. It is intended that this document will provide the basis for a relatively quick and painless return to "business as usual" regardless of the cause and ensure continuity of service

2. Objectives of the plan

To provide a flexible response so that Solo Service Group can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of critical activities/services during an incident (business continuity)
- Return to 'business as usual' (resumption and recovery)

3. Review of the Plan

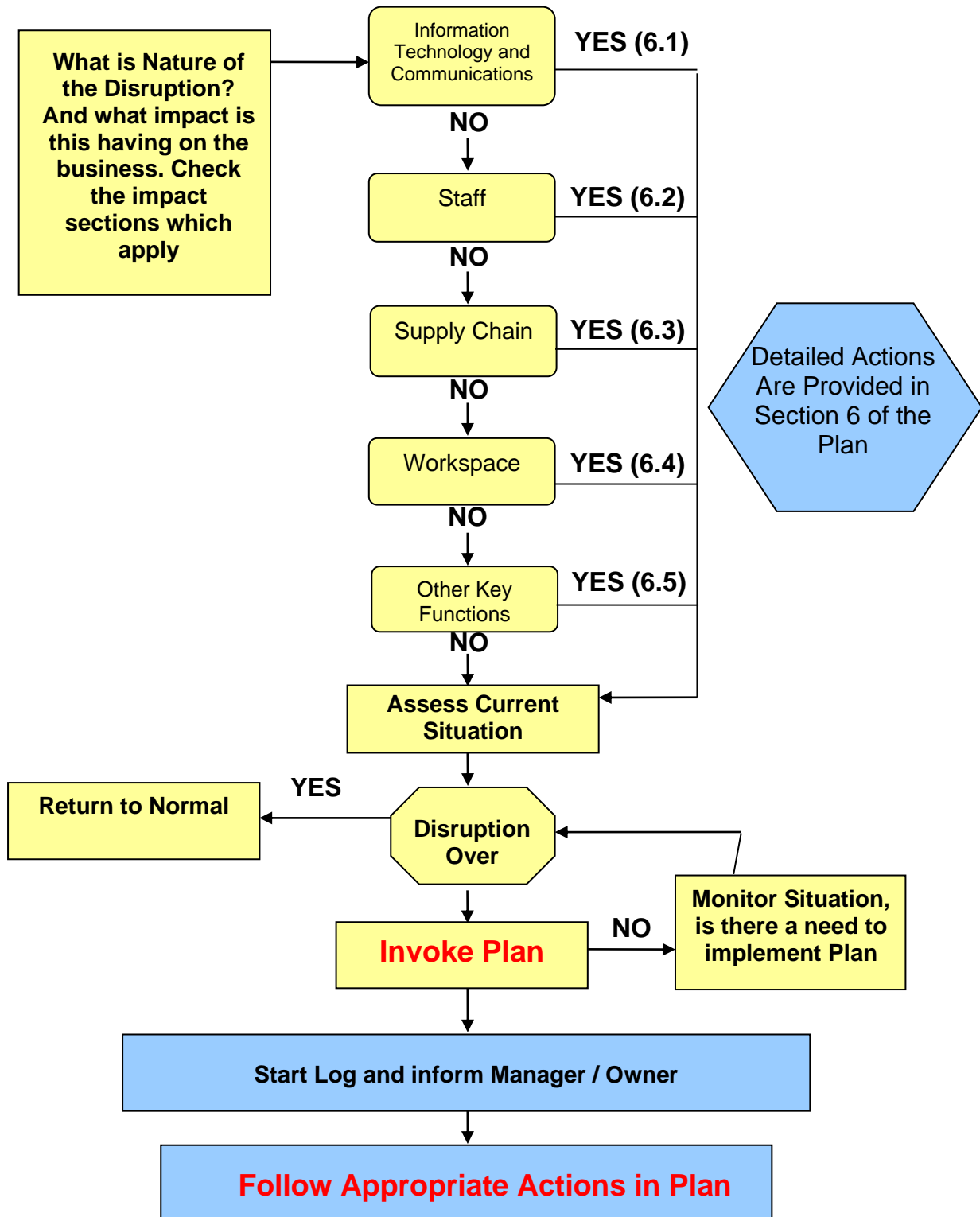
- Review – 6-monthly
- If any changes to the service or personnel occur the plan should be updated and issued to the copy holders.
- This plan must be exercised annually or following any significant change to the business and the exercise recorded and any improvements built back into the plan.

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4. Plan Activation Process



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5. Business Priorities: Critical Function Checklist

The services / products identified as the most important for our business to continue are stated in the table below. This list may be used as a checklist to ensure that critical tasks are completed on time.

Priority	Critical function	Timeframe	Page
1	Loss of Information Technology and Communications		5
2	Loss of Staff		6
3	Loss of Supply Chain		7
4	Loss of /Damage to Solo's Buildings & Utilities		8
5	Loss of other Resources – Equipment, Vehicles etc.		9

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6. Critical Function Analysis and Recovery Process

Priority:	1	Critical function:	Loss of Information Technology and Communications
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Caroline Cooper, SA1 IT Support
Potential impact on organisation if interrupted:			Loss of Helpdesk function, management system, data, communication functions, records, technical, maintenance, safety and personnel documentation
Likelihood of interruption to organisation:			Operations would not cease immediately, however certain support functions such as Accounts and Payroll system would be inoperable for a period until up and running remotely.
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			24 hours
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			All Management required for labour intensive communications and planning whilst recovery ongoing. IT Provider & other suppliers to enable recovery.
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Local hard-drive back up for server, supported with off-site cloud back up, provided by SA1.
Premises <i>(potential relocation or work-from-home options)</i>			Operational Staff continue to work at site, capability for all Operational Managers and the majority of staff to Work from Home
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Mobile phones, Offsite Wi-Fi hotspots for email Hardcopy documents and postal service (if necessary) Also see Section 6 Contact Lists.
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			SA1 to provide alternative server to load back up onto, remotely hosted if necessary, until broadband connections re-established. Remote cloud access available.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			IT Equipment covered by insurance policy, company funds are sufficient to purchase replacements immediately. IT provider & local supplier support plus alternative options as contingency.

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Critical Function Analysis and Recovery Process (continued)

Priority:	2	Critical function:	Staff
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>	Caroline Cooper, Gemma Rees, Paul Drakeley & Dave Hutin		
Potential impact on organisation if interrupted:	Dependent on position and scale - loss of staff would prevent or limit service provision and support in some way		
Likelihood of interruption to organisation:	The most likely scenarios involving a significant loss of staff are industrial action, fuel shortage, out-break of disease (e.g. Pandemic – COVID-19) and severe weather. In all of these events, there is likely to be a period of notice in which arrangements may be made to mitigate the effects.		
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>	As soon as possible – will depend on position amount of staff lost.		
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>	All Operational Managers, Supervisors & Operatives – and Senior Support staff Trained and multi skilled staff as contingency, including operating dual roles and relocation as necessary. Temporary recruitment measures		
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>	Personnel database on server, with off-site backup.		
Premises <i>(potential relocation or work-from-home options)</i>	Yes - certainly during the likelihood of extreme weather conditions and pandemic risks WFH capability and temporary accommodation (please see 6.4)		
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>	As per standard procedures (please also see 6.1 & 6.4) Also see Section 6 Contact Lists.		
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	Allocate/purchase additional staff related equipment such as mobile phones, laptops, uniform/PPE, vehicle as required		
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	Company resources/funds are sufficient to allocate/purchase additional equipment needed.		

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Critical Function Analysis and Recovery Process (continued)

Priority:	3	Critical function:	Loss of Supply Chain
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>	Caroline Cooper, Paul Drakeley & Dave Hutin		
Potential impact on organisation if interrupted:	Service delivery issues to customers dependent on scale of loss/disruption		
Likelihood of interruption to organisation:	Minimal due to contingency arrangements dependent on scale of loss/disruption		
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>	24-48 Hours		
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>	Operational Directors, Purchasing, Accounts & EHS team		
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>	Document backup and database of contractual agreements and agreed costs		
Premises <i>(potential relocation or work-from-home options)</i>	Storage capabilities for contingencies		
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>	Via phone, e-mail as per normal operating procedures		
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	Contingency stock Alternative suppliers Rental options Storage		
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	Company Funds sufficient to purchase alternative stocks		

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Critical Function Analysis and Recovery Process (continued)

Priority:	4	Critical function:	Loss of Premises/Workspace including Utilities
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Stephen Hammett, Caroline Cooper
Potential impact on organisation if interrupted:			Depends of scale of loss/disruption – potentially: Loss of Workspace Loss of Utilities Server Manual Paperwork Business Assets
Likelihood of interruption to organisation:			Depends if complete or partial loss - loss of premises may result from fire, flood, loss of essential utilities or the building is within an area cordoned off by emergency services. This may occur during office hours, necessitating and evacuation, or outside office hours preventing staff access to the building(s).
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			As soon as possible – will depend on damage/defects
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			IT Support & Senior Managers/Directors
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Off-site backup Mobile devices
Premises <i>(potential relocation or work-from-home options)</i>			Alternative sites WFH capability Temporary Accommodation
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Mobile phones Laptops Hardcopy Also see Section 6 Contact Lists.
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			Purchase new from all possible suppliers, providing stocks available
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			Insurance - Brokers EIS, QBE and It systems provider

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Critical Function Analysis and Recovery Process (continued)

Priority:	5	Critical function:	Loss of Other Key Resources – Equipment, Vehicles etc.
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Caroline Cooper, Andrew Evans, Senior Managers/Directors
Potential impact on organisation if interrupted:			Limited Impact - all Vehicle leases are with Replacement back up Supplier for all office equipment, cleaning equipment, materials, and electrical/battery back
Likelihood of interruption to organisation:			Limited disruption, slightly over 24 hours with vehicle loss and the majority of cleaning materials Longer timeframes of a week with larger electrical equipment.
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			As soon as possible – will depend on if concurrent with equipment loss as that would drive operational capability.
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Fleet Manager, Purchasing, Service Engineer, Operational Managers
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Inventory and Databases available for all Solo resources
Premises <i>(potential relocation or work-from-home options)</i>			N/A
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Phone/email Also see Section 6 Contact Lists.
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			Contingency Resources Preferred suppliers and alternatives
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			ICC, Anderson, CVS, Nilfisk, Karcher, Blank, Pattersons, Gremer

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7. Emergency Response Checklist

This page should be used as a checklist during the emergency.

Task	Completed: (date, time, by)
Actions within 24 hours:	
Start of log of actions and expenses undertaken (see section 10 Action and Expenses Log)	
Liaise with emergency services (see section 8d Contact List – Emergency Services)	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	
Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff home, to recovery site etc	
Inform staff what is required of them	
Identify which critical functions have been disrupted (use section 5 Critical Function Checklist)	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time-frames (use section 6 Critical Function Analysis and Recovery Process)	
Provide information to: <ul style="list-style-type: none"> • Staff • Suppliers and customers • Insurance company 	
Publicise the interim arrangements for delivery of critical activities to Clients and Stakeholders (Insurers, Bank, HMRC) by phone/ email (if available) . Ensure all stakeholders are kept informed of contingency arrangements as appropriate.	
Recover vital assets/equipment to enable delivery of critical activities. The essential equipment/resources/information that need to be recovered where possible are: <i>Back up of server from Cloud – SA1</i> <i>Replacement Cleaning/Office Equipment –</i> <i>Replacement Vehicles –</i>	
Daily actions during the recovery process:	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process	
Provide information to: <ul style="list-style-type: none"> • Staff • Suppliers and customers • Insurance company 	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
Following the recovery process:	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards	
Use information gained from the debrief to review and update this business continuity management plan	

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8. Contact List

a. Staff

This section contains the contact details that are essential for continuing the operation of the organisation.

Name	Job Title	Email Contact	Mobile Contact
Stephen Hammett	CEO	steve@soloservicegroup.com	
Caroline Cooper	MD	caroline@soloservicegroup.com	
Paul Drakeley	Operations Director	pauldrakeley@soloservicegroup.com	
Dave Hutin	Operations Director	Davehutin@soloservicegroup.com	
Caroline Sypliwtschak	Finance Director	carolinesypliwtschak@soloservicegroup.com	
Denna Exon	EHS Manager	healthandsafety@soloservicegroup.com	
Andrew Banfield	Commercial Manager	andrewb@soloservicegroup.com	
Andrew Evans	Quality Manager	Aevans@soloservicegroup.com	
Gemma Thomas	HR Manager	Gemma.Rees@soloservicegroup.com	
SA1 IT Support	IT Coordinator	Robert.Pritchard@soloservicegroup.com	

b. Key Suppliers Contact List

Supplier	Provides	Telephone	E-mail
HSBC	Bank	03457 60 60 60	
Pattersons	Cleaning Materials & Consumables	0117 934 1270	hello@pattersons.co.uk
Gremer	Cleaning Materials & Consumables	029 2046 5564	enquiries@gremer.co.uk
Ken Booth	Cleaning Materials & Consumables	01480 434 777 ext 103	chris@kenbooth.co.uk
Hogarth's	Cleaning Materials & Consumables	01472 345 726	sales@peterhogarth.co.uk
Karcher	Equipment	01295 752 082	industrialsalesupport@karcher.co.uk
Nilfisk	Equipment	01768 868995	
Enterprise	Insurance Broker	(01792) 772778	alan.jenkins@entins.co.uk
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Insurance Services (Swansea) Ltd			
Cardiff Lift Company	Lifts	02920 404404	
Concept	Surveillance Access Control	0800 4582757	
PES	Fire & Security Alarm	01792 702020 01792 512151	

c. Utility Companies Contact List

Utility	Company	Telephone
Electricity	Scottish Power	0800 001 5400
Telecommunications	SA1	01792 464242
Water	Dwr Cymru	0800 052 0130

d. Local Emergency Services

Service	Location	Telephone
Ambulance	Emergencies	999
Fire Service	Emergencies	999
Floodline - NRW	Information service	0345 988 1188
NHS Direct		111
Police	Emergencies Non-emergency matters	999 101

Solo HQ Site Plan (for use by emergency services) showing locations of:

- Main water stop-cock
- Switches for electricity supply
- Storage of flammable & hazardous substances
- Items that would have priority if salvage became a possibility

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9. Emergency Pack Contents

As part of the recovery plan for the organisation, key documents, records and equipment are held off-site in an emergency pack. This pack may be retrieved in an emergency to aid in the recovery process.

The contents of the emergency pack comprise the following:

Documents:

- A copy of this plan, including key contact details
- Insurance policy

Records:

- Computer backup tapes and / or disks
- Financial records

Equipment:

- Spare keys
- Torch and batteries

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10. Actions and Expenses Log

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing, and help to provide evidence of costs incurred for any claim under an insurance policy.

Date/time	Decision / action taken	By whom	Costs incurred

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