

## Continuity Plan

| Scenario                                 | Action Plan and Result  |
|--|---|
| <b>Black out, no power</b>               | <ul style="list-style-type: none"> <li>• HQ permanent workers work from home base, all of which have printing facilities.</li> <li>• Power restored.</li> <li>• Staff move back to HQ and reset printers.</li> </ul>  |
| <b>Helpline Telephone Provider Fails</b> | <ul style="list-style-type: none"> <li>• Message to be put on website informing clients of the issue, and to inform of the need to send queries via email for the time being</li> <li>• If the situation lasts longer than a day an e-alert would be issued to all helpline clients.</li> <li>• Once resolved all messages received would be responded to with priority.</li> </ul>   |
| <b>No mobile network</b>                 | <ul style="list-style-type: none"> <li>• Transfer Helpline to person on call home landline and call network provider to resolve the issue and inform clients via the website that mobiles are not working.</li> <li>• Network back up and running.</li> <li>• Transfer helpline back to the scheduled member of staff and update the notice on the website.</li> </ul>  |
| <b>No internet</b>                       | <ul style="list-style-type: none"> <li>• If at HQ, inform the landlord. Home based workers continue with business as usual.</li> <li>• HQ permanent workers, work from home.</li> <li>• When internet is restored, HQ workers may return to HQ.</li> </ul>  |
| <b>No Hosted Services/O365</b>           | <ul style="list-style-type: none"> <li>• Inform ICT support (ADM). If the outage is local to the helpline on call team member, then they would seek an alternative location with access, or another team member would be allocated to take over. If the outage is global, then offline work would be completed until access is gained.</li> <li>• Regain access to hosted desktop.</li> <li>• If the outage was global, all CRSVAT staff are to focus on catching up with work they were not able to access and clearing the helpline.</li> </ul> |
| <b>Fire/Flood</b>                        | <ul style="list-style-type: none"> <li>• Inform landlord if they don't already know.</li> <li>• HQ permanent team members work from home. If local team member, move location and arrange new equipment via HQ.</li> </ul>  |

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|-----------------------|---|
| <b>Theft</b>          | <ul style="list-style-type: none"><li>• Non-emergency 101 - get a crime number and inform ADM if item stolen is a phone/laptop so client information can be kept safe.</li><li>• HQ will arrange for items to be replaced, so business can continue as usual.</li><li>• Contact insurance company to re-imburse the cost of new equipment. Clients may be informed if necessary, i.e. if a work deadline cannot be met.</li></ul>   |
| <b>Staff Sickness</b> | <ul style="list-style-type: none"><li>• The company is headed up by the Company Directors. Each head has a deputy who is actively involved in the day to day management of the team and both can cover for each other to cover planned and unplanned time out of the business. We also have a Director of Business Operations who heads up our operations and finance teams which have team leaders to deputise.</li><li>• In the event of such a problem arising in the future, the company Directors would discuss how and to what extent clients might be affected and seek to make appropriate contingency plans, so that clients receive the regular and timely support they are used to. Although continuity is strived for, the sharing of information within and between the VAT and ET sub-teams means that consultants can potentially step in to support clients and client projects when necessary.</li><li>• All staff have the ability to work from home should the need arise, so in the case of any required self-isolation (not sickness) they would be able to carry on with their normal day to day workload.</li><li>• In the event of the team being unable to travel, client meetings would be undertaken in agreement with the client by telephone conference call or internet video conferencing, both types of technology are installed and regularly utilised.</li><li>• Messages will be posted on the web-site relating to any major change in team travel arrangements which could affect clients.</li></ul> |

Signed:

Nick Burrows

Managing Director

Date: 1 April 2024