



Business Continuity Plan

Version 2 – August 2011

IOMA Clothing Co. Limited
Woodend Avenue
Speke
Liverpool
L24 9WF

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Section 1.0	Emergency Management Team
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In the event of an emergency, the Emergency Management Team (EMT) will assume responsibility for dealing with the crisis and ensuring that the impact on the business is minimised.

The team will be compromised as follows:

Paul Levinson

Managing Director

Email: paul.levinson@iomaclimbing.co.uk

Clive Burton

Commercial Director

Email: clive.burton@iomaclimbing.co.uk

Adrian Thomas

Sales Director

Email: adrian.thomas@iomaclimbing.co.uk

Pauline Swash

Finance Manager

Email: pauline.swash@iomaclimbing.co.uk

Tom Meadows

Police Stores Manager

Email: tom.meadows@iomaclimbing.co.uk

Emma Bowden

Procurement Manager

Email: emma.bowden@iomaclimbing.co.uk

Section 2.0**Emergency Operations Centre****Primary Meeting Place:**

Managing Directors Office
IOMA Clothing Co. Limited
Woodend Avenue
Speke
Liverpool
L24 9WF

In the event of the Managing Directors office being inaccessible -

Secondary Meeting Place:

GM Business Print Limited
Unit 11, Glacier Building
Harrington Road
Brunswick Business Park
Liverpool

Tel: 0151 709 0676

In the event of both sites being inaccessible –

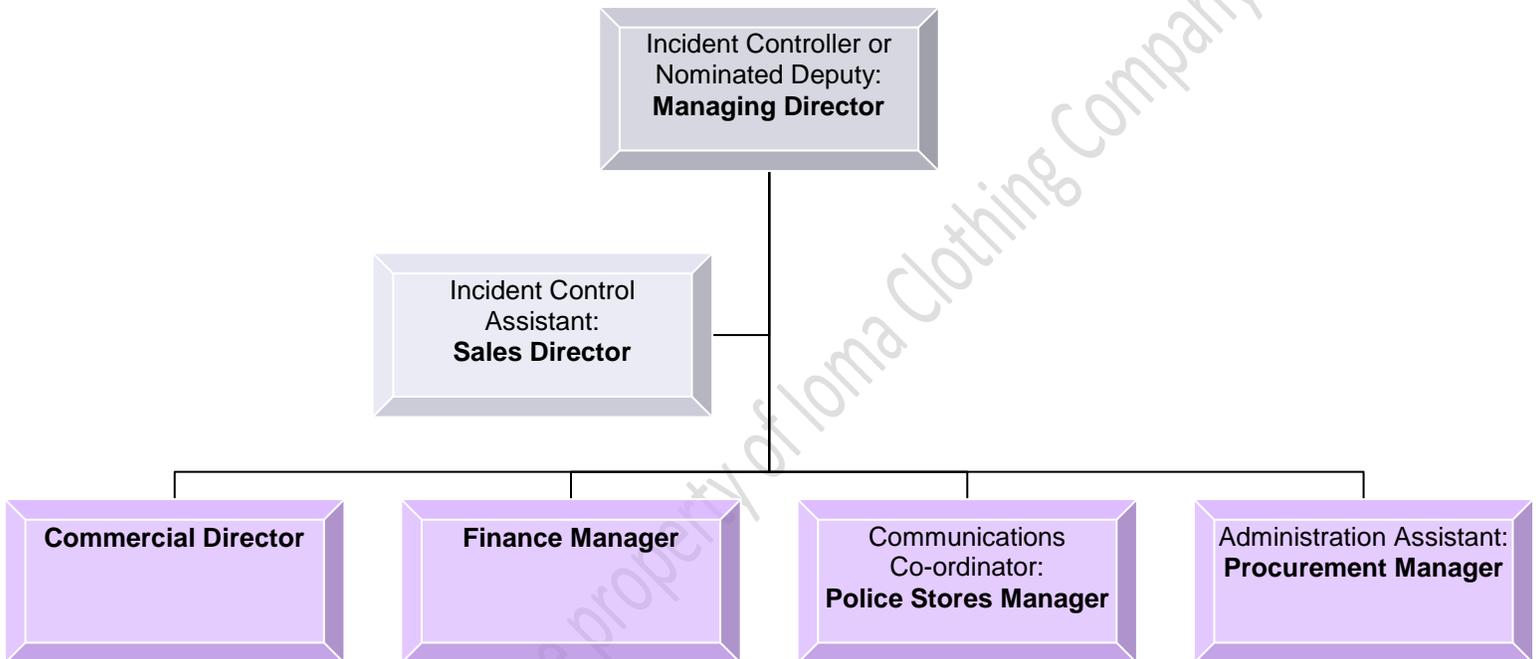
Tertiary Meeting Place:

Crown Plaza Hotel
Speke Aerodrome
Speke Road
Liverpool
L24 8QD

Tel: 0844 870 0123

Section 3.0

Structure of the Emergency Management Team



Section 4.0

Duties of the Emergency Management Team

On being informed of a fire, incident or other emergency on the site the EMT will report to the designated Emergency Operations Centre.

All members of the EMT are allocated specific Roles, Functions and Responsibilities as follows:

Incident Controller (IC): Managing Director or Nominated Deputy

The Managing Director will control tactical management of the incident and will co-ordinate:

- Operational support to the Emergency Management Team (EMT)
- Liaison with the emergency services
- Casualty and evacuee reception
- Initial media and relatives response
- Liaison with Contractors, outside agencies and salvage operations
- Liaison with IOMA Clothing Business Management (Emergency)
- Ensure that there is a nominated Deputy who is familiar with the role.

Incident Control Assistant (ICA): Sales Director

The ICA will support and assist the Incident Controller with above with specific reference to:

- Media response and preparation of press release
- Monitoring movements of casualty and evacuees who removed from site
- Dealing with next of kin and relatives response
- Ensure that there is a nominated Deputy who is familiar with the role.

Commercial Director:

The Commercial Director will support and assist the IC with the above and the EMT specifically with technical and logistical support in the areas of:

- Production process shutdown
- Status and location of gas isolation valves
- Electrical shut off switches
- Storage areas
- Liaison to those taking the roll call at assembly points and accounting for people in their charge
- Liaison with the EMT to identify the last known location of persons declared missing from the roll call

Section 4.0

Duties of the Emergency Management Team Continued

Commercial Director Continued:

- Additional staff to report to the Emergency Operations Centre to provide assistance if necessary.
- Ensure that there is a nominated Deputy who is familiar with the role.

Finance Manager or Nominated Deputy

The Finance Manager will support the IC by:

- Liaison with external suppliers of products, bulk deliveries especially fast moving products expected on site.
- Liaison with clients who would be expecting delivery from IOMA Clothing of products either in bulk or finished form.
- Ensure that there is a nominated Deputy who is familiar with the role.

Communications Co-ordinator (CC): Police Stores Manager or Nominated Deputy

The Police Stores Manager will support the IC by maintaining communication with:

- Outside agencies, Police, Fire, Ambulance, United Utilities etc
- Internal communications within IOMA Clothing.
- Ensure that there is a nominated Deputy who is familiar with the role.

Administration Assistant (AA): Procurement Manager or Nominated Deputy

The Administration Assistant will support the EMT by:

- Keeping an up to date log and record of events.
- Recording significant events.
- Capturing details from the cross flow of information.
- Ensure that there is a nominated Deputy who is familiar with the role.

Emergency First Aiders

On hearing the evacuation alarm will:

- Proceed to their designated Assembly Point
- Conduct a Roll Call and confirm the numbers to the EMT

- Prepare to treat injured persons.

Section 4.0**Duties of the Emergency Management Team Continued****Fire Wardens**

On hearing the fire/evacuation alarm will:

- Conduct an immediate search of their allocated area.
- Proceed to their allocated Assembly Area and on arrival proceed with a roll call.
- Report any persons not accounted for are reported to the Emergency Management Team.

Nominated Individuals to assist Fire Wardens:

Joe Jones	-	Goods in Area
Chris Bailey	-	Shop and Production Area
Emma Bowden	-	Offices/General Area
Clive Barton	-	Offices/Accounts
Tom Meadows	-	Police Stores
Jane Dykins	-	Embroidery Area

Section 5.0	Background
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Scope and Objectives:

The Business Continuity Plan covers all ongoing operations at IOMA Clothing Co. Limited, Woodend Avenue, Speke, Liverpool, L24 9WF.

The purpose of this Business Continuity Plan is, as far as possible, to predict and prepare for various disaster scenarios which could impact Company operations, with the aim of minimising this impact and ensuring the least possible disruption to our operations and those of our customers.

In order to achieve this, the EMT has agreed on the following business critical activities which will be prioritised in the event of an emergency.

1. To substantially enhance the Business Continuity Plan of the Company.
2. Provide reciprocal work stations and communications facilities with GM Group including IT hardware platforms and emergency stockholding.
3. Staffing.

Target Population:

These procedures have been developed for use by all persons who work at or visit IOMA Clothing Co. Limited, Woodend Avenue, Speke, Liverpool, L24 9WF.

Knowledge and Training:

The Emergency Management Team are able to demonstrate their theoretical and practical skills through specific training they have received.

Section 6.0	Actions in the Event of an Emergency
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This plan is based on the scenario having the biggest impact on the business, i.e. the destruction of one or both of the Company premises. The plan will be adapted for less severe incidents and all of the tasks appropriate in the worst scenario might not always be needed.

- a. Alert the Emergency Management team
- b. EMT to agree the recovery activities to be followed, where responsibility lies for each action and implement the Recovery Action Plan.
- c. Initiate Disaster Recovery Plan from the Emergency Operations Centre (EOC).
- d. Contact all staff to advise them to attend for work or to remain at home (but contactable), as appropriate.
- e. Obtain essential items/records from the EOC.
- f. Notify critical contacts (insurers, customers and suppliers).
- g. Establish immediate business needs and necessary actions.
- h. Establish operations at designated recovery site.
- i. Assess last known status of workload and the extent of work lost or outstanding.
- j. Maintain a log of actions taken.
- k. Consider financial implications of business recovery expenditure, involve bank.
- l. Consider shift pattern and overtime requirements.
- m. Advise clients upon impacts to project timelines, agree recovery plan and milestones for review and updates.

Section 7.0
Summary of Potential Threats and Their Impact

The following threats have been considered in this plan and evaluated in terms of 1) likelihood and 2) Impact on the business, from the perspective of the customer. The likelihood versus Impact prioritisation matrix is as follows:

Risk Matrix Score:

A = HIGH Likelihood and HIGH Impact

C = HIGH Likelihood and LOW Impact

B = LOW Likelihood and HIGH Impact

D = LOW Likelihood and LOW Impact

	Hazard	Likelihood	Impact	Mitigation In-Place	Risk Matrix Score
1	Fire	HIGH	HIGH	Some	A
2	Water ingress	HIGH	LOW	Some	C
3	Major Flooding	LOW	HIGH	No	B
4	IT Systems Failure	HIGH	LOW	Some	A-C
5	Supply Chain Breakdown	LOW	HIGH	No	B
6	Severe Weather	LOW	LOW	No	D
7	Infectious Disease	LOW	HIGH	No	B
8	Terrorism	LOW	HIGH	No	B
9	Disruption To Utilities	LOW	HIGH	Some	B
10	Key Equipment Failure	HIGH	HIGH	Some	A
11	Criminal Damage	LOW	LOW	Some	D
12	Loss of Key Staff	LOW	LOW	Yes	D
13	Loss of Suppliers	LOW	LOW	Yes	D

Section 8.0

Continuity Plans

8.1 Fire

A fire alarm system is installed and operational in both units.

Fire risk assessments have been carried out in both buildings and the appropriate fire regulations, including storage, provision of fire fighting equipment and staff training are being complied with.

In the event of a catastrophic fire in either building, operations would initially be continued from the remaining building and an assessment would be made regarding ongoing space requirements.

It would be the responsibility of the Managing Director through the Finance Manager to ensure that an Insurance Company loss adjuster was onsite as a matter of urgency, to authorise business continuity expenditure as promptly as possible.

It is the view of the EMT that in the immediate area, it would be possible to obtain additional, temporary space at very short notice.

8.2 Flood and/or Water Ingress

All stock is stored on pallets or higher levels on racking system in the warehouse as a precaution to water ingress.

8.3 Failure of IT and/or Telecom Systems

Loss of the internal telephone system would not be critical, provided that the mobile phone network was still operational.

Loss of our Servers would mean loss of email and our accounting system. Data is backed up and removed from site each day, which would be used in the event of server loss.

8.3 Failure of IT and/or Telecom Systems Continued

In the opinion of the EMT this would not have a major impact on business continuity as we can revert to written communication and paperwork until the server is back online.

Section 8.0

Continuity Plans Continued

8.4 Supply Chain Breakdown/Disruption to Transport Network

In the event of a disruption to the transport network sufficient to render us unable to send or receive shipments, our ability to meet customer commitments will clearly become quickly compromised.

For sales and account management, these activities could easily be continued remotely using email and telephone.

For deliveries we use an established courier organisation DHL. This organisation links into well established shipping networks and hubs for national distribution.

8.5 Severe Weather

Severe weather sufficient to disrupt production or the supply chain is rare in this part of the UK, however, heavy snowfall is uncommon and temperatures rarely drop below freezing.

Severe rain could cause localised flooding and water ingress – see 8.2.

Severe wind could potentially cause structural damage to the buildings, however these are not particularly exposed and the likelihood of significant impact on the business is low.

It would be the responsibility of the Managing Director to ensure that any repairs required to enable continued production were carried out promptly.

8.6 Outbreak of Infectious Disease

It is recognised that an outbreak of an infectious disease could have a dramatic impact on our ability to operate, either through sickness or absence of infected staff or through government imposed restriction on travel and assembly.

All key management staff members have email and telephone access at home, so liaison and decision making will be able to continue remotely.

It has been estimated that in the event of a major outbreak of infectious disease, e.g. a flu pandemic, up to 40% of staff could be absent over a period of several weeks.

This level of absence would affect our ability to meet customer commitments.

To minimise the impact of this, we have cross trained staff. If appropriate we can run on an extended shift pattern basis.

Section 8.0	Continuity Plans Continued
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8.7 Acts of Terrorism or Activism including Bomb Threats

In the event of a receipt of a terrorist threat, the procedure to be followed will be as per the fire procedure. All personnel will be evacuated from the building immediately using the fire evacuation procedure and the emergency services would be notified.

8.8 Disruption to Water, Gas and/or Electricity Supplies

In the event of a disruption to electricity supplies of more than 24 hours, we will arrange for the installation of an emergency generator.

Disruption to the gas supply would impact office heating/hot water, availability of hot water for cleaning purposes and prevent us from running the business. Space heaters can be sourced to maintain acceptable storage and working temperatures on the premises.

8.9 Key Equipment Loss

It is the responsibility of the Managing Director to organise prompt machine replacement or repair, and it is the responsibility of the Finance Manager to ensure that the insurance Company is notified promptly of any incident and authorisation to implement recovery plans is obtained.

8.10 Theft, Criminal Damage, Vandalism

The building situated on Woodend Avenue, Speke, Liverpool, L24 9WF is located on a secure, fenced site and the likelihood of problems through vandalism and criminal damage are low.

8.11 Loss of Key Staff

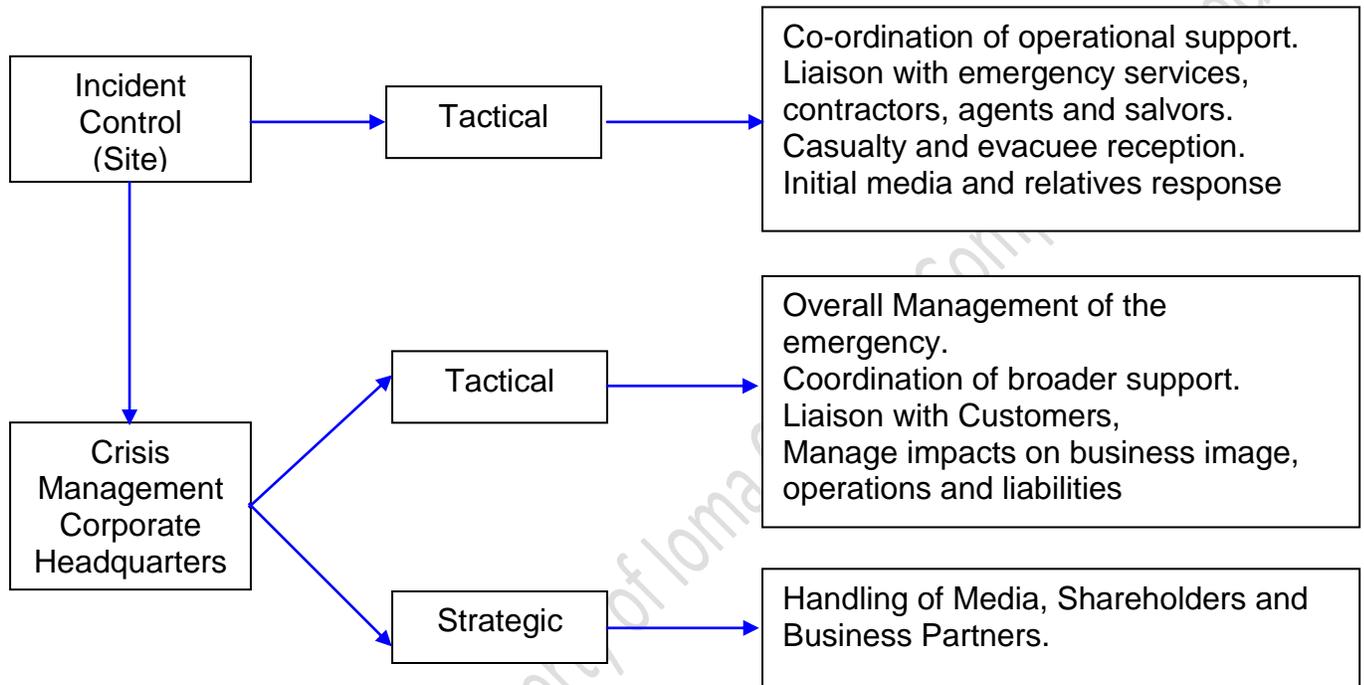
The Management Team of IOMA all have a working knowledge of each other's jobs.

Key functions such as quoting and quality all have at least dual cover and would be able to continue without disruption.

8.12 Loss of Key Suppliers

Business Continuity Plans are requested for review from all of our key suppliers during audit

Section 9.0	Levels of Response
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Section 10.0	Fire Procedure
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If you discover a fire:

1	Immediately raise the alarm by operating the nearest fire alarm call point.	
2	Dial 999 to call the Merseyside Fire and Rescue Service.	
	When emergency operator answers, give the following details:	
	There is a fire at:	IOMA Clothing Co. Limited Woodend Avenue Speke Liverpool L24 9WF.
	Telephone Number:	0151 448 9000

Action on hearing the Fire Alarm:

1	Immediately leave the building by the nearest available exit.
2	Close all doors behind you.
3	Report to your designated assembly point.
4	Ensure your name is taken at the roll call.

Duties of the Fire Warden

Action in case of a fire

1	Ensure that all employees and visitors evacuate the premises.
2	Ensure that all employees and visitors do not delay to collect personal belongings and other effects.
3	If possible and safe to do so make sure doors and windows are closed and all machinery that can be switched off is switched off.
4	Carry out a visual check of toilets, offices, storerooms etc.
5	Conduct a roll call of all personnel at the designated assembly point.
6	Keep all persons outside the premises until directed the Senior Fire Officer attending the incident.
7	Report and record the usage of any fire extinguishers and arrange for their immediate refill or replacement.

Section 11.0	Out of Hours Procedure
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Procedure for dealing with fire or other emergency outside of normal hours of 9.00 am to 5.00 pm Monday to Friday.

In the event of any accident, fire or other incident resulting in injury of one or more persons which necessitates the attendance on our premises by an outside agency, Police, Fire, Ambulance or any other enforcing agency outside the normal hours of 9.00 am to 5.00 pm Monday to Friday the following procedure must be adhered to.

The Managing Director or their nominated deputy will contact the:

- Sales Director and the Operations Director and inform them of the nature and extent of the emergency.

In any event, it will be the responsibility of the Operations Director to determine what sections of the emergency management plan are to be implemented.

Emergency Services & Government Agencies Contact Numbers:

Fire, Police, Ambulance:	999
Local Police Station – Belle Vale:	0151 709 5014
Local Hospital - Aintree:	0151 525 5980
Insurance Company Claim Line:	0151 494 4400
NHS Direct (for Medical Advice):	0845 4647
Met Office (Weather Advice):	09068 503315
DOE Flood Line:	0845 988 1188
Environment Agency:	0800 807 060

Emergency Suppliers Contact Numbers:

IT Support:	Matthew Dale	07711 9228 911
Portable Heaters:	Merseyside Plan	0151 448 0019
Portable Generator Hire:	Pindale	0151 933 0711
DHL Carriers	S Coulter	07753 563253
Apparel I.T	K Halliwell	01706 830 930

Section 12.0	Document History and Approval
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Version	Date	Changes	Reason	Author
1.0	September 2009	New	-	Paul Levinson
2.0	August 2010	None	-	Paul Levinson

Approval:

Director: 

Date: August 18th 2011



Appendix 1.0	Training Requirements 2009/2010
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This document is the property of Ioma Clothing Company Limited