CONTINUITY PLANNING, RISK REDUCTION, CRISIS MANAGEMENT & SUPPORT

Natural Disasters	**Operational & Man-made Disasters**
Flood - Low risk 4th floor of building however alternative offices are available at 82 Salisbury Avenue, Barking, Essex	**Product failure-** All products under 12 months old and under warranty, serviced and maintained at regular intervals after that.
Hurricane- Low risk to the United Kingdom however alternative offices are available at 82 Salisbury Avenue, Barking, Essex	**Loss of reputation – criminal act-** strict polices and controls in place to prevent this from happening all personnel are subject to strict vetting procedures.
Tornado- Low risk to the United Kingdom however alternative offices are available at 82 Salisbury Avenue, Barking, Essex	**Loss of reputation – error -** strict polices and controls in place to prevent this and media controls placed on all personnel.
Typhoon -Low risk to the United Kingdom however alternative offices are available at 82 Salisbury Avenue, Barking, Essex	**Loss of critical customer-** Client base is kept sufficient to prevent the loss of one client having a severe impact
Gales -Low risk however alternative offices are available at 82 Salisbury Avenue, Barking, Essex	**Fire-** Replacement offices have been arranged at 82 Salisbury Avenue, Barking, Essex
Earthquake-Low risk to the United Kingdom however alternative offices are available at 82 Salisbury Avenue, Barking, Essex	**Terrorist activity-** contact between us and police kept to evaluate risk at present we are low risk however alternative offices are available at 82 Salisbury Avenue, Barking, Essex
Volcanic activity-Low risk to the United Kingdom however alternative offices are available at 82 Salisbury Avenue, Barking, Essex	**Civil disobedience-** Low risk
Lightning strikes-Low risk- lightning conductor and controller on roof to prevent strike of building	**War / invasion-** Low risk
Subsidence-Low risk area and property surveyed before landlord purchased provision in lease for relocation in such event.	**Contamination-** Low risk
Insect infestation - Telephone Rentokill pest control on 0800 917 1981	**Neighbour's problems-** regular meetings between us and neighbours takes place to prevent this
Rodents- Telephone Rentokill pest control on 0800 917 1981	**Denial of access-** Alternative offices available at 82 Salisbury Avenue, Barking, Essex
Hacking- All computers are protected by Anti-hack software.	
Virus- All computers are protected by Anti-virus software.	
Theft - All valuables are kept secured within safes on and off site, all information is backed up and kept off site. We have contact numbers with all product suppliers to supply products within specific timeframes and insurance cover.	
Product contamination- Low risk	
Equipment & Supply Failure	**Impact -** Low Risk
Air conditioning / plant failure- N/A	**Pressure waves-** Low Risk
Product contamination -N/A	**Building defects-** Alternative offices are available at 82

	Salisbury Avenue, Barking, Essex
Software failure- All information backed up, and original software disc kept to reinstall.	**Operator error -** N/A
Hardware failure- All information backed up onto portable hard drive separate from pc's	**Loss of data -** All data backed up
Network failure- N/A	**Extortion-** Low risk only one director has financial or major control decisions
Electro-magnetic radiation -Low risk	**Out of stock situations-** Low Risk Large suppliers list
Power failure- Contact A Plant 24hr number for emergency generator 07970 140412	**Service level failure-** Various measures in place through polices and procedures to minimise risk
Loss of supplied services- Suppliers list kept to point where loss of up to 15% of registered suppliers would not effect business	**Quality defects-** Various measures in place through polices and procedures to minimise risk
Loss of special consumables - N/A	**Failed outsourcing / supply contract -** Large number of suppliers under contract to minimise
Premature technological obsolescence- Low Risk	**Failure of major project -** N/A
Loss of other critical assets- N/A	**Lack of innovation -** Low Risk
Failure to back up data- Automatically backs up on shut down attempts	**Failure to manage change-** Low Risk
Security breach- controlled access to prevent, all critical information protected/ secured	

Operations	**Compliance**
Failed operational strategy- Continually reviewed to minimise risk	**Breach of financial regulations-** Bookkeeper and Accountant in place to minimise
Liabilities for non performance- Relevant insurance cover in place	**Breach of Companies requirements-** Registered and updated on all changes in legislation to ensure compliance we are externally audited
Non-compliance with Company's objectives- Controls in place to minimise risk	**Breach of Company's legislation-** Strict polices, procedures handbooks etc in place to minimise.
Political interference / policy changes- Kept up to date via website and newsletters from bodies which could cause such changes to maximise timescale we have for amendments.	**Breach of competition laws-** N/A
Premature obsolescence of technology- Low Risk	**Breach of Listing requirements-**N/A
Lack of innovation- Low Risk	**Tax penalties-** N/A
Inadequate management information- Measures, procedures and controls in place throughout our management system.	**Sales tax penalties-**N/A
Negligence claims- Relevant insurance cover in place.	**Health and Safety breach-** Contracted services to ensure compliance
Lack of quality control and quality assurance	**Breach of environmental regulations-** N/A

procedures- Measures, procedures and controls in place throughout our management system.	
Failure to identify reputation risks- Low Risk	**Breach of industry-specific regulations-** Contracted the services of various consultants to ensure up to date and compliant.
Project viability not assessed- Low Risk	**Seizure of records by tax or customs authorities-** Duplicate copies of records kept
Key/single supplier dependency- N/A	**Failure to meet reporting requirements-** Bookkeeper and Accountant in place to ensure compliance
Breach of Intellectual Property Rights- N/A	
Financial	**Health & Human Resource Issues-**Contracted services to ensure compliance
Lack of financial/budget planning - Low Risk	**Breaches of Health & Safety rules-**Contracted services to ensure compliance
No monitoring of financial performance- Low Risk	**Malicious damage-** Insurance in place
Credit risk- All perspective Clients are Credit scored to assess.	**Industrial action-** N/A
Interest risk- N/A	**Loss of key staff-** N/A
Exchange rate risk- N/A	**Succession issues-**N/A
Treasury exposure- N/A	**Espionage-** Low Risk critical information kept confidential
Fraud- Insurance in place	**Breach of confidentiality-** Legal contracts in place to cover this
Claims- Insurance in place	**Skills / staff shortage-** Sub-Contracts in place
Failure to deliver returns- N/A	**Lack of Company over roles and duties-** -N/A
Cash flow / liquidity problems- good cash flow.	**Salmonella-** Low Risk
Lack or shortage of funding- good cash flow.	**Legionnaires' disease-** Low Risk
Financial viability not assessed- All perspective Clients are Credit scored to assess.	**Equal opportunities compliance-** Contracted services to ensure compliance
Reduced fund-raising potential- good cash flow.	**Child protection issues-** N/A
Loss of profitability on trading activities- Dedicated sales team in place to minimise risk	**Volunteer competence-** N/A
Lack of taxation knowledge- Bookkeeper and Accountant in place to ensure compliance	**Theft-** All valuables are kept secured within safes on and off site, all information is backed up and kept off site. We have contact numbers with all product suppliers to supply products within specific timeframes and insurance cover.
Failure to identify funding dependencies- N/A	
Ability to repay borrowing- N/A	
Security over Company's assets- N/A	

Under-funded pension/benefits scheme- N/A	
Inappropriate or speculative investment- Low Risk	
Governance and Management- N/A	
Regulatory action- Kept up to date on all regulatory action by website, email, and newsletters.	**Poor/no understanding of trust law-** N/A
Loss of reputation- Low Risk	**Poor/no understanding of regulatory requirements-** Measures in place through government bodies.
Needs of beneficiaries not addressed- N/A	**Breach of trust-** Low Risk
Company fails to achieve its purpose- Low Risk	
No Board involvement in decision making- N/A	
Poor value for money on service delivery- Strict controls in place to assess client satisfaction	
Staff incompetence- High Training in place and monitoring	**Poor management/trustee information-** Low Risk
Trustee incompetence- N/A	**Legal action against Company-** Insurance in place
Trustees' conflicts of interest- N/A	**Lack of adequate security management-** N/A
Avoidance of control mechanisms- Strict polices in place to control and monitor	**Adverse publicity-** Strict measures in place to control the flow of information including confidentiality contracts
Operating without legal authority- N/A	
Lack of strategic planning- Procedures in place which are externally audited	
Inadequate/untimely reporting- Training given	
Lack of project assessment and authorization procedures- Low Risk	

In the event of any of the above occurring the following actions should be taken and those people listed are designated to carry out the tasks.

Managing Director

1. Contact all customers within 24 hours to inform them of the situation
2. Ensure alternative office accommodation has been arranged
3. Arrange for alternative computer systems
4. Contact all staff to inform them of:-

    a. How they will be paid
    b. Details of the change of telephone contact number
    c. Who they need to contact

5. Arrange for alternative communications if required

Signed Dr Adnan Niazi (Managing Director)
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