

Business Continuity Project Managers

Contact: Ryan Sales

Office: 020 7692 7001

Mobile: 07958 546 177

Email: rsales@yourlandscape.co.uk

This Business Continuity Plan lists a series of contingencies that enable key business activities to continue in the most difficult of circumstances. Also importantly, it details clear emergency procedures to ensure that our colleagues safety is a top priority.

The maintenance of this document is the responsibility of the Business Continuity Project Managers as specified above. This plan will be updated on a regular basis and includes the key details and actions needed to continue all business operations. The key decision makers within the company comprise of the team above.

Business critical processes (in order of priority)

Below are the most important functions to be restored first. Functions that we see critical in keeping the business running:

1. Power / IT (daily back-up, database, on/offsite recovery, connectivity)
2. Colleagues (family/personal/work safety and succession)
3. Health / illness
4. Order fulfillment
5. Key equipment failure
6. Key suppliers
7. Sales
8. Banking

In all instances a recovery log is kept keeping track of all decisions that are made and the actions taken. The log will include the following activity:

- Time and date
- Description of the activity and the reason for it
- Name of person initiating the action
- Names of those instructed
- Dependencies (e.g. people, resources)
- Other persons who need to be kept informed
- Expected time task will be complete
- Time task is completed

This plan is based on the scenario having the biggest impact on our business, which is destruction of the premises. The plan can be adapted for less severe incidents - as all the tasks appropriate in the worst scenario might not always be needed.

1. Alert Clients and Landscape's colleagues
2. Agree the recovery activities to be followed and implement a Recovery Action Plan
3. Initiate recovery of disaster pack, if able, from the off-site location or work from a copy gained from the location at 57 Overhill Road, London SE22 0PQ
4. Advise all relevant colleagues to report to the designated recovery at appointed time
5. Advise remaining colleagues who are not required immediately to remain at home until contacted
6. Obtain essential items/records from the off-site location being 57 Overhill Road, London SE22 0PQ
7. Notify all critical contacts (clients & suppliers)
8. Establish immediate business needs and necessary actions
9. Establish operations at designated recovery site
10. Assess last known status of workload and the extent of work lost or outstanding
11. Maintain a log of actions taken

12. Refer to the telephone directory of all employees (includes work and home telephone), keep note of the team's whereabouts
13. Agree recovery expenditure and implement if required
14. Consider shift patterns and overtime requirements

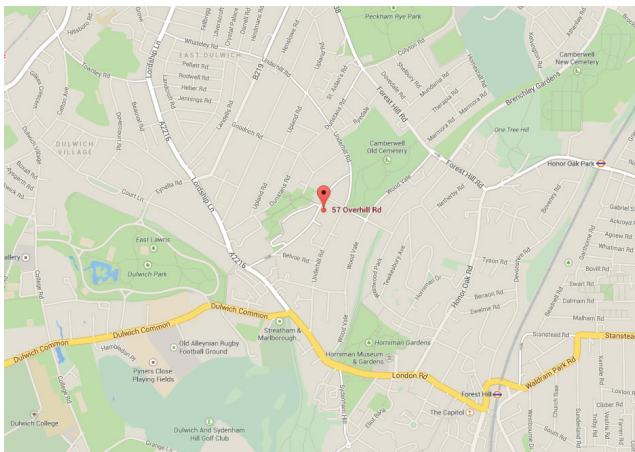
Recovery site location

57 Overhill Road, London SE22 0PQ

Contact

Johnathon Ryder 07973 272 676
or Ryan Sales 07958 546 177

Map



Vital Records

All important company records and material to run the business will be stored at two off site locations so they can be retrieved in times of an emergency.

Back-up Computer Records stored at:

57 Overhill Road, London SE22 0PQ

Contact: Johnathon Ryder 07973 272 676
or Ryan Sales 07958 546 177

Critical paper records stored at:

57 Overhill Road, London SE22 0PQ, and

Don Nelson, Tudor John,
Nightingale House, 46-48 East Street
Epsom, Surrey KT17 1HQ

Contact: Johnathon Ryder 07973 272 676
or Ryan Sales 07958 546 177

Disaster pack stored at:

57 Overhill Road, London SE22 0PQ

Contact: Johnathon Ryder 07973 272 676
or Ryan Sales 07958 546 177

Team Cascade List

The list will ensure that every colleague member of the team is contacted.

Debrief

After the incident both the client's and Landscape's team would meet up and evaluate how the plan worked. Any agreed improvements would be acted on and added to the Business Recovery Plan.