



Butler & Young

GROUP

A SOCOTEC COMPANY

Butler & Young Group of Companies

Business Continuity Plan

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Butler & Young Group Disaster Contingency Plan

CONTENTS

Section	Title	Page No.
1.0	Commentary	4
2.0	IT Contingency	4
3.0	Personnel	5
4.0	Transportation	5

Butler & Young Group Disaster Contingency Plan

Revisions

Rev	Date	Amendments
1	21.05.18	Reviewed and aligned with the new GDPR Policies
2	20.09.19	Reviewed to update personnel and 4.0 Transportation

1.0 Commentary

- 1.1 The Butler & Young Group recognises that every business and organisation can experience a serious incident that can prevent it from continuing normal operations. This can range from a flood, fire, serious computer malfunction or an information security incident.
- 1.2 The Group readily accepts that it has a duty to recover from such incidents in the minimum amount of time, with minimum disruption and at minimum cost. Accordingly, the Group ensures that careful planning and preparation takes place to ensure the Client's continued service to its customers.

2.0 IT Contingency

- 2.1 The Butler & Young Group IT Security Policy is working towards being compliant with the ISO/IEC 27000 family of Information System Management Standards, with Cyber Essentials Plus seen as a stepping stone to this achievement. This is led by the Chief Operating Officer in conjunction with the ITC Adviser.
- 2.2 The Groups IT systems are crucial to the effective running of the Group's business. The objective of IT security is to ensure business continuity and minimise damage by preventing and minimising the impact of IT security incidents.
- 2.3 This policy should be read in conjunction with the IT Disaster Recovery Plan, IT Security Policy and the suite of GDPR Policies.
 - GDPR 1 Data Protection Policy
 - GDPR 2 Communications Policy
 - GDPR 3 Policy on Your Rights in Relations to Data
 - GDPR 4 Subject Access Request Policy
 - GDPR 5 Data Breach Notification Policy
 - GDPR 6 Privacy Notice for Employees
 - GDPR 7 Privacy Notice for Job Applicants
- 2.4 This Policy covers the use of IT equipment, the information processed on those systems and documentation about those systems, irrespective of location.
- 2.5 It is the Groups policy that:
 - There must be clear direction and visible management support for IT security initiatives;
 - It is committed to complying with the ISO/IEC 27000 family of Information Security Management Standards and the Government IT Security Policy;
 - Regulatory and legislative requirements must be met;
 - All IT systems must have documented security policies and procedures;
 - IT security incidents must be reported and investigated using the defined procedures;
 - The IT systems and the information held on them will be protected against unauthorised access;
 - Authorised access to the IT systems and the information held on them must be available at the required times;
 - The confidentiality of information held on the IT systems will be maintained;
 - The integrity of information held on the IT systems will be maintained;
 - All employees must be made fully aware of the need for security, and their responsibilities.

Butler & Young Group Disaster Contingency Plan

- 2.6 Service level agreements exist between our hardware / software suppliers for service should our system experience unforeseen occurrences, these are covered further in the relevant sections of this submission.
- 2.7 All Directors and Managers within the Group are directly responsible for the implementation of this policy within their business areas, and for adherence to it by their staff.
- 2.8 Every employee must adhere to this policy. Failure to do so may result in disciplinary action as laid down in our Disciplinary Procedure, which is detailed in *The Employee Handbook*.

3.0 Personnel

- 3.1 The Butler & Young Group recognises that it's most important asset is that of our highly qualified, competent and motivated employees. All staff are employed directly by the relevant company within the Group thus ensuring greater control and ownership of projects. The Group's organisational structure, communications and IT systems ensure that a comprehensive support network of managers, administrators and other technical or professional staff are available to assist as the need arises.
- 3.2 It is recognised, however, that there are a number of circumstances in which a member of staff will be unable to attend a meeting, site or similar event. In these rare cases, the Group's communication and support network will look to provide someone of equal ability and knowledge of the project to deputise for his colleague, thus providing a seamless customer focused service wherever possible.
- 3.3 The Group's Project Management System called Workspace, which contains milestones that must be completed for each project, is used to store and archive all project data in a secure manner. All projects can be reviewed and overseen by line managers and auditors using this system. Workspace can be securely access by all relevant staff remotely to ensure the transfer of work if required. Dropbox for Busyness is used by some parts of the Group linked to Workspace.

4.0 Transportation

- 4.1 The vast majority of our technical teams that are required to attend client premises are provided with a company vehicle to facilitate the movement between home and the workplace, whether this is their local office or our client's site location. As such the opportunity for non-attendance due to vehicle malfunction is significantly reduced, as all the vehicles are less than three years old and are regularly serviced in line with manufacturer's warranties. Furthermore should there be a vehicle breakdown, 24 hour roadside assistance is provided.
- 4.2 Should our employees be unfortunate enough to be involved in an accident, assuming that they are still capable of being able to drive, replacement vehicles are provided as part of the leasing arrangement with our provider. Employees carry identification and maintain regular contact with their line managers. Should an incident occur that prevents the employee from attending requisite meeting, the employee's line manager will be informed and will make alternative arrangements wherever possible to ensure continuity of service provision.
- 4.3 Where employees provide their own vehicle for work, these are subject to a number of control checks that are in place to limit any potential disruption to service provision due to vehicle breakdown. These control measures include the production of valid car insurance, MOT certificate (where appropriate) and vehicle taxation. Whilst employees with their own vehicles are in the minority, they are also required to sign an agreement committing them to the provision of a well-presented and maintained vehicle.

Butler & Young Group Disaster Contingency Plan

- 4.4. The Group also hold a small number of 'pool vehicles' at various office locations, which, if required, can be used by our employees should their own vehicle, company or privately owned, need significant repair following a mechanical breakdown or accident.
- 4.5 As with any system, however, the Group recognises that where there is reliance upon a human and/or mechanical element there is always the potential for a breakdown or accident. Careful planning and preparation, however, in respect of the Group's structure, staffing arrangements, systems and processes, make sure that any disruption to our service would be kept to a minimum thus ensuring the Clients continued service to its customers.

Signed:



Chris Wallis, Managing Director, Butler & Young Group

Date:

20 September 2019