

Emergency Response and Disaster Recovery Plan

There is only one permanent central location for our business and most of the employees work from the office, with a few working from home. We use a cloud based server so all electronic files are accessible remotely.

Annual Requirement

1. Check that recovery from back up files in the cloud can be achieved
2. Check contact details on this plan
3. Review plan to check that nothing has changed

In all this plan when an occurrence occurs a 'Recovery Manager' will be appointed by the MD or most senior person. That person is to co-ordinate the recovery.

Power Cut

In the event of a power cut the Recovery Manager onsite will delegate someone to contact the energy service provider who is SSE. Phone 105 (need our landline number 01403 786212) also possible to report online at www.ssen.co.uk

In the event that it is expected to be a long power cut the following will be undertaken:

1. Contact landline phone provider SCS on 01273 828430 (account no SC2609) and divert phones to nominated mobile numbers
2. Send employees home and ask that they work from home.

Note - some employees live quite a distance from the office and a decision will be made whether to drive them to a suitable place (e.g. hotel, coffee shop or rent a meeting room depending on suitably and anticipated length of power cut), along with laptops/pc's to be able to continue working. Local places could include: Billingshurst travel lodge 0871 984 6013 or serviced meeting rooms through Regus 0800 756 2911

3. If there is likely to be a power cut over a number of days we could consider using a temporary power generator (supplier Aggrekko 0333 016 3549)

In the unlikely event of the mobile signal being down, the Recovery Manager will delegate tasks to individuals and then send them home to carry them out.

Office Unusable Long-Term (due to fire, flood or other occurrence)

- Contact our insurers for business interruption. Details on the cloud server
- Find a new office to rent. Possible suppliers include Regus on 0800 756 2911
- Move all the salvageable equipment to the new location. Itemize damaged equipment and take photographs
- Arrange to transfer the landline phones with SCS on 01273 828430 (account no SC2609)
- If new equipment is required, purchase it from suitable sources which may have stock. Includes PC world in Horsham 0344 561 0000 or Novotec in Portsmouth 02392 322500
- If IT support is required contact Advanced 03300 602 102 option 4
- Decide which of our stakeholders needs to know, if applicable

Energys Group Limited

Franklyn House, Daux Road, Billingshurst, West Sussex RH14 9SJ

Phone: 01403 786212 **Fax:** 01403 787 439 **Email:** info@energysgroup.com **Website:** www.energysgroup.com

Registered in England 05691393

Registered address: New Kings Court, Tollgate, Chandler's Ford, Eastleigh, Hampshire SO53 3LG

A company in the Energys Group

Flood or Major Water Ingress

The office is on the first floor with storage for some product on the ground floor. The office is not in a flood risk area and there is no water stored above the office.

When a flood is identified the Recovery Manager will

- Identify the flood and check that it is not dangerous. If there is any danger regarding water in contact with the electrical circuits then they will isolate the relevant circuits. If dangerous for any other reason deem the area(s) out of bounds and clearly mark the area which should not be entered
- Move as much equipment/product away from the water and any future perceived water threat if safe to do so
- Alert any staff on their way into the office
- Take photographs
- If possible undertake a mop up. Mops etc. can be bought in the hardware store in Billingshurst
- Alert insurers Insurance Brooker MRIB 01494 450011, or if unavailable contact Aviva directly on 0800 015 1498 (policy number 100657087CSI)
- When water has been removed undertake a safety check before allowing electricity and personnel to return to the area. Use a qualified electrician to validate the electricity circuits are safe

Warehouse

The warehouse provider has a disaster recovery plan themselves and will alert us of any issues. In the event of considerable damaged stock through flood, fire or theft, or major delay of deliveries, our sister manufacturing company will be contacted and new products airfreighted to us rather than sea freight. All installation resources will be diverted to sites we are working on who already have stock. Customers will be alerted to any changes in the normal way.



Signed: _____

Date: 1st November 2023

Kevin Cox
Managing Director
On behalf of Energys Group

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