

Business Continuity & Disaster Recovery Plan

Last Review Date: 01.03.20

Detailed below is a summary of key elements of the Ensemble Interiors Limited (The Company) 'Business Continuity and Disaster Recovery Plans', in place to minimise risks as a consequence of factors outside the company's control.

The Company are a distributor of goods from various manufacturers; collecting and transporting those goods, adding value by providing excellent customer support and project management services.

Orders

As soon as orders are placed on The Company, corresponding purchase orders are distributed to suppliers, therefore, irrelevant of business continuity issues within in the UK facilities, all customer orders are held at the manufacturers. This provides continuity of service, information and honoring of deadlines.

I.T. Capabilities

The IT system, company website and telephony system are all run separately by offsite service providers, therefore it is highly unlikely that all systems would be inaccessible at the same time.

- ◆ The IT system is regularly backed-up with back up files held away from the IT system, therefore regeneration of IT services can be in force within two hours.
- ◆ The Company does not offer web ordering, therefore if the website was temporarily unavailable, this would not have a detrimental effect on business activity.
- ◆ The telephony system has a 'forward' functionality for transferring calls to company mobile phones. Situations where alternative telephone numbers need to be used, notifications can be posted on the company website and The Company's social media platforms.

Communication Plan

The Directors of the company hold contact details of all parties necessary to communicate in business continuity and disaster recovery situations, these are held away from the office on other secure systems.

- ◆ Staff: the Directors have a cascading plan to ensure every employee is fully informed of the situation
- ◆ Customers: information is relayed to customers as appropriate
- ◆ Providers: the Directors have a recovery action plan to contact all suppliers of product and services to inform them of the situation, being able to utilise their systems to identify, recover and act on orders and instructions placed by The company

Distribution & Logistics

The Company utilises third party logistics providers for all logistical requirements. These parties are engaged at the same time of customer order/manufacturing purchase order placement, to ensure timely booking of vehicles, containers, ferry's, trains, etc. Therefore, there would not be a disruption of service provision if a business continuity issue affected The Company.

Site Issues

The showroom and office are in a shared building on Goswell Road, if the building was inaccessible, all systems would be able to be switched to an alternative site, to ensure continuity.

Industrial Action

The Company has an open policy with regard to membership of Trade Unions, it does not recognise any Trade Union with regard to negotiation rights and has not incurred any industrial relations problems since its conception.

Failure of Suppliers/Sub-Contractors

For any issues with goods or service providers, then The Company would be able to quickly identify affected orders and work with their suppliers own Business Contingency and Disaster Recover Plans to ensure communication and fulfilment.

Threats and risk to life (Pandemic, Terrorism, Natural Disaster)

The Company will follow all local and central Government guidelines with respect to ensuring safety of life and the safety of property and buildings. The Company will ensure they keep updated with guidelines, changes in H&S practices, and instigate increased security measures where directed. In all circumstances the communication protocols will be followed to provide employees, customers, suppliers and stakeholders relevant and frequent communication. Where applicable bespoke policies will be created and issued to address any extraordinary circumstances.

The Directors regularly review the Business Contingency and Disaster Recovery Plan to ensure its relevance to the evolving systems and processes of The Company.