

Disaster Recovery Plan

POLICY AND PLAN FOR CONTINUED SUPPLY OF LABELS



Production and Plant

In the event of a situation which means we were unable to produce labels at our factory, we have reciprocal arrangements with label printers who have similar production equipment and, importantly, the ability to action extra capacity.

- 1) South Midlands Label Printer
- 2) Hertfordshire "Blanks" Label Converter
- 3) Nottinghamshire Label Printer

Our cutters and plates would be, in most cases, compatible, however in the event of us not being able to access our facility, or these being damaged, cutters and plates are relatively easy to replace, in most cases within 24 hours.

These arrangements would allow us to continue supply to customers until such time as we could again produce ourselves.

Material Supply

Our supply of raw material, is spread across several suppliers. This on the basis of -

- 1) Quality / Ease of Running
- 2) Members of FSC® Certified Group (FSC®-C004309)
- 3) Price
- 4) Approval
- 5) Availability

We would be able to move supply from one source to another with ease should we have supply chain issues or find difficulty with any particular product / supplier. We would communicate any change in the case of approved materials.

Staff

Our "key" staff are all equipped to be able to work from home. This should mean that if required, putting to action our "plan" would be seamless. All have remote access to our MIS, and so details of customers and suppliers, all live work, current quotes, e-mails etc. All orders / jobs already in the system would be transferred to one of our selected printers. Orders received after any activation of the "plan" would be forwarded.

Communication

In the first instance, our efforts would be in contacting / advising those producing our labels while we were unable to do so, transferring individual job details, if possible, forwarding cutters, plates and material.

Secondary would be our suppliers, diverting delivery etc....

Thirdly would be communication to customers, initially those with "live" orders, and then more generally.

This would be via a contact telephone call and then e-mail updates.

Jane - jane@securalabels.co.uk - Jane would continue her work on accounts, cash flow maybe critical and maintaining this would be a priority. Jane would be tasked with supplier communication.

Richard - richard@securalabels.co.uk - Richard would be tasked with the communication of job information / details to those producing for us, placing work to the most suitable factory.

Simon - simon@securalabels.co.uk - Simon would be responsible for the communication with all customers, while overseeing production and also heading any work / effort with returning production to our own site, so insurance, machine replacement, clean up - as required. Should it be necessary, Simon would also be the point of contact for any press release.

Steve - elvis@securalabels.co.uk - Steve would maintain day to day communication, quote requests etc.....

Returning to production at our own site would be the proirity

Our primary goal following any need to activate this plan would be returning production back to our factory. This may be a quick process or, in a worst case scenario, may take some weeks or even Months, but we would do our utmost to return to production in as short a timescale as we can, for the benefit of both customers and staff.

Key Staff have a copy of this plan at their home address and we regularly review it and its activation.

In the unlikely event we need to activate the plan we will adhere to the following scheme -

Immediate Action -

Site Inspection (SM/RP)

Communicate with Staff (SM)

Communicate with those providing production time (RP/SM)

Communicate with Suppliers (JF)

Advise, if necessary, insurers (SM/JF) Arrange for any details, information, pictures they request to be sent.

If necessary prepare Press Statement (SM) (including Social Media)

Communicate and open dialogue with customers (SM/RP)

Secondary Actions -

Detail site inspection

Recovery Action plan -

- 1) Contact Insurers (if necessary)
- 2) Contact Landlord
- 3) Contact all "services" and suppliers in writing
- 4) (as required) Contact any "Tradesman" required for repair work, Machine suppliers for any replacement equipment.
- 5) Prepare and communicate a return to production timeline

At all times -

via agreed lines, keep all staff and "head-office" updated with details and progress.

Keep customers informed on a regular basis

Ensure all information is current and honest

STAFF CONTACT DETAILS

In the unlikely event we need to activate this plan we need to ensure we have up to date staff contact details - Phone & e-mail

.

.

IMPORTANT CONTACT DETAILS

In the unlikely event we need to activate this plan we need to ensure we have up to date contact details for -

Insurance

Landlord.....

Gas.....

Electric

Environment Agency.....

Alongside the above we will have printed Customer and Supplier Lists.

Production Facility 1.....

.....

.....

.....

.....

Production Facility 2.....

.....

.....

.....

Production Facility 3.....

.....

.....

.....

.....

.....

.....