Business Continuity & Disaster Management Policy

Document History

Date	Rev	Comments
22.02.2010	01	Initial draft document for issue
22.12.2010	02	Review to ensure continued effectiveness, IT disruption due to BT line disruption for 24hrs, co-located server worked well with no loss of data
08.12.2011	03	Review – no change
26.09.2012	04	Review of document to include Develop
04.10.2012	05	Include details for Landlord within emergency contact list
02.09.2013	06	Review of emergency contact list, inclusion of Deploy (UK) Rail Limited and specific requirements for reporting incidents and accidents connected with working on the Rail Infrastructure
06.03.2014	07	Review of document with introduction of Decontaminate (UK) Ltd
21.07.2014	08	Update of document to include specific response to bomb threat or other evacuation event at Euston station and impact on Deploy & Deploy Rail
05.08.2015	09	Review of document
31.07.2017	10	Review of document
14.03.2019	11	Document reviewed and removed name of director that is no longer with the business and added landlord details for new office (14 Buckingham Street)
14.10.2019	12	Changed names of Directors and added landlord details for new office (New Broad Street) Rebranded due to company name change
12.11.2020	13	Update to include Global Pandemic and ability to trade if responding to several simultaneous Dangerous Structure events (Deconstruct UK)
03.11.2021	14	Review of document
20.07.2022	15	Review of document
25.10.2022	16	Rebranding of company logo
12.01.2023	17	Review of document
12.01.2024	18	Review of document
12.01.2025	19	Review of Document – updated some system references added 'Loss of Key Staff'
12.01.2026	20	Updated to reference Legislation and Regulatory requirements, details on a cyber incident

Prepared By	Signed	Date
Robert Wands		12TH January 2026

Contents

Introduction

The single aim of this plan is to prepare our businesses to cope with an emergency that has the potential to affect our operational capabilities and disrupt the service provided to our customers.

This policy is designed to comply with the Civil Contingencies Act 2004, Data Protection Act 2018 (GDPR), and Health and Safety at Work Act 1974

The key objectives of the plan are to;

- Define and prioritise the critical functions of the business
- Analyse the emergency risks to the business
- Detail the agreed response to an emergency
- Identify key personnel that will manage the response to an emergency

Risk Assessment Criteria Used

		Likelihood		
		H	M	L
Business Impact	H	H	H	M
	M	H	M	L
	L	M	L	L

H – High
M – Medium
L – Low

Business Impact Analysis

Property Fire

Emergency condition	Fire within business premises (administration centre)

Effect on service provision

Timeframe	Potential effect on service provision
1st 24 hours	Limited
24-48 hours	Limited
Up to 1 week	Limited
Up to 2 weeks	Zero

Resource requirements for recovery

Time	No. of Staff affected	Relocation	Resource requirements	Data / Information required
1st 24 hours	Between 1 to 10 dependent upon location / severity of fire and damage to property	Yes, however only key members of staff required to attend work (Directors, Managing Directors & Contracts Managers)	Managing Director / Health & Safety representative to liaise with Fire Brigade to determine when safe access can be obtained	Access to collated IT server Contact details of insurance broker
24-48 hours	Between 1 to 10 dependent upon location / severity of fire and damage to property	Yes, however only key members of staff required to attend work (Directors, Managing Directors & Contracts Managers)	Managing Director / Health & Safety representative to liaise with Fire Brigade to determine when safe access can be obtained	Access to collated IT server
Up to 1 week	Zero	If unable to gain access to property alternative office space located and leased on a short term lease	Main Board Director to authorise lease terms on alternative premises Group IT Support	
Up to 2 weeks	Zero	If unable to gain to property alternative office space located and leased on a short term lease	Main Board Director to authorise lease terms on alternative premises Group IT Support	

Risk Assessment

Emergency condition	Impact	Likelihood	Control Measures	Residual Risk
Fire within business premises (administration centre)	H	L	• Premises fitted with fire detection and warning equipment • All premises subject to fire risk assessment in accordance with current legislation • All premises have installed suitable firefighting equipment with personnel trained in safe use • Co-located IT server with remote access function • All key staff have mobile telephone communications	M
Equality and Welfare Consideration in Emergency	H	L	• Emergency arrangements will consider the needs of all staff, including those with disabilities or caring responsibilities, in line with the Equality Act 2010	M

Property Flooding

Emergency condition	Flood within business premises (administration centre)

Effect on service provision

Timeframe	Potential effect on service provision
1st 24 hours	Limited
24-48 hours	Limited
Up to 1 week	Zero
Up to 2 weeks	Zero

Resource requirements for recovery

Time	No. of Staff affected	Relocation	Resource requirements	Data / Information required
1st 24 hours	Between 1 to 10 dependent upon location /severity of damage to property	Dependent upon scale of damage to building / internal structure Key personnel required to attend work until full assessment can be made	Managing Director / Health & Safety representative to liaise with relevant authorities / loss adjusters to determine when safe access can be obtained	Access to collated IT server Contact details of insurance broker
24-48 hours	Between 1 to 10 dependent upon location /severity of damage to property	Dependent upon scale of damage to building / internal structure Key personnel required to attend work until full assessment can be made	Managing Director / Health & Safety representative to liaise with relevant authorities / loss adjusters to determine when safe access can be obtained	Access to collated IT server
Up to 1 week	Zero	No action envisaged	No action envisaged	No action envisaged
Up to 2 weeks	Zero	No action envisaged	No action envisaged	No action envisaged

Risk Assessment

Emergency condition	Impact	Likelihood	Control Measures	Residual Risk
Flood	H	L	• All premises subject to regular inspection and maintenance • Co-located IT server with remote access function • All key staff have mobile telephone communications • Care to be taken when identifying premises that flood plains are not within local vicinity	M
Equality and Welfare Consideration in Emergency	H	L	• Emergency arrangements will consider the needs of all staff, including those with disabilities or caring responsibilities, in line with the Equality Act 2010	M

Disruption to Utility Services

Emergency condition	Disruption to utility services

Effect on service provision

Timeframe	Potential effect on service provision
1st 24 hours	Limited
24-48 hours	Limited
Up to 1 week	Zero
Up to 2 weeks	Zero

Resource requirements for recovery

Time	No. of Staff affected	Relocation	Resource requirements	Data / Information required
1st 24 hours	Between 1 to 10 dependent upon location / severity of disruption	Key personnel required to attend work until full assessment can be made	Managing Director / Health & Safety representative to liaise with relevant authorities to determine when reconnection will be made	Access to collated IT server Contact details of utility vendors
24-48 hours	Between 1 to 10 dependent upon location /severity of disruption	Dependent upon scale of damage to building / internal structure Key personnel required to attend work until full assessment can be made	Managing Director / Health & Safety representative to liaise with relevant authorities to determine when reconnection will be made	Access to collated IT server
Up to 1 week	Zero	No action envisaged	No action envisaged	No action envisaged
Up to 2 weeks	Zero	No action envisaged	No action envisaged	No action envisaged

Risk Assessment

Emergency condition	Impact	Likelihood	Control Measures	Residual Risk
Utility disruption	L	L	• All premises subject to regular inspection and maintenance • Co-located IT server with remote access function • All key staff have mobile telephone communications	L

On-site emergency / serious accident / Incident

Emergency condition	On-site emergency / Serious accident / Incident

Effect on service provision

Timeframe	Potential effect on service provision
1st 24 hours	Works cease
24-48 hours	Works may not proceed until completion of full site investigation
Up to 1 week	Limited
Up to 2 weeks	Limited

Resource requirements for recovery

Time	No. of Staff affected	Relocation	Resource requirements	Data / Information required
1st 24 hours	Fully dependent upon site and project size / Client	No	Senior Manager / Director/ Health & Safety Director to liaise with all parties and where necessary the Enforcing Authorities	Site Documentation Photographic evidence
24-48 hours	Fully dependent upon site and project size / Client	No	Senior Manager / Director/ Health & Safety Director to liaise with all parties and where necessary the Enforcing Authorities	Site Documentation Photographic evidence
Up to 1 week	Zero	No action envisaged	No action envisaged	No action envisaged
Up to 2 weeks	Zero	No action envisaged	No action envisaged	No action envisaged

Risk Assessment

Emergency condition	Impact	Likelihood	Control Measures	Residual Risk
On-site emergency	H	M	• All site based staff trained in accordance with regulatory requirements • All works risk assessed, planned and execute din accordance with established safe system of work • On-site activities subject to regular and unannounced compliance auditing • Safety management system certificated to OHSAS18001	H

Emergency condition	On-site emergency / Serious accident / Incident

Effect on service provision

Timeframe	Potential effect on service provision
1st 24 hours	Works cease
24-48 hours	Works may not proceed until completion of full site investigation
Up to 1 week	Limited
Up to 2 weeks	Limited

Resource requirements for recovery

Time	No. of Staff affected	Relocation	Resource requirements	Data / Information required
1st 24 hours	Fully dependent upon site and project size / Client	No	Senior Manager / Director/ Health & Safety Director to liaise with all parties and where necessary the Enforcing Authorities	Site Documentation Photographic evidence
24-48 hours	Fully dependent upon site and project size / Client	No	Senior Manager / Director/ Health & Safety Director to liaise with all parties and where necessary the Enforcing Authorities	Site Documentation Photographic evidence
Up to 1 week	Zero	No action envisaged	No action envisaged	No action envisaged
Up to 2 weeks	Zero	No action envisaged	No action envisaged	No action envisaged

Risk Assessment

Emergency condition	Impact	Likelihood	Control Measures	Residual Risk
On-site emergency	H	M	• All site based staff trained in accordance with regulatory requirements • All works risk assessed, planned and execute din accordance with established safe system of work • On-site activities subject to regular and unannounced compliance auditing • Safety management system certificated to OHSAS18001	H

Disruption to established IT infrastructure (including cyber-attack/data breach)

Emergency condition	Disruption to established IT infrastructure (i.e. Viruses, Servers malfunction etc.)

Effect on service provision

Timeframe	Potential effect on service provision
1st 24 hours	Works may cease in office although the effect on sites will be limited
24-48 hours	Works may still interrupted
Up to 1 week	Limited
Up to 2 weeks	Limited

Resource requirements for recovery

Time	No. of Staff affected	Relocation	Resource requirements	Data / Information required
1st 24 hours	Up to 95	No	Group IT Support and support team	N/A
24-48 hours	Up to 47	No	Group IT Support and support team	N/A
Up to 1 week	Zero	No	Zero	N/A
Up to 2 weeks	Zero	No	Zero	N/A

Risk Assessment

Emergency condition	Impact	Likelihood	Control Measures	Residual Risk
Disruption to IT infrastructure	M	L	• Off site and co-located server 'backed up' every night coupled with remote access for key staff • AntiVirus Software installed on all staff's computers • In the event of a cyber incident or data breach, the Data Protection Officer will coordinate the response and notify affected parties in line with GDPR.	M

Adverse media coverage

Emergency condition	Potential for adverse media coverage associated with Group business activities, and the acts or omissions of Directors

Effect on service provision

Timeframe	Potential effect on service provision
1st 24 hours	Limited
24-48 hours	Limited
Up to 1 week	Limited
Up to 2 weeks	Limited

Resource requirements for recovery

Time	No. of Staff affected	Relocation	Resource requirements	Data / Information required
1st 24 hours	To be determined upon circumstances surrounding the media coverage	No	Main Board of Directors	N/A
24-48 hours	To be determined upon circumstances surrounding the media coverage	No	Zero	N/A
Up to 1 week	To be determined upon circumstances surrounding the media coverage	No	Zero	N/A
Up to 2 weeks	To be determined upon circumstances surrounding the media coverage	No	Zero	N/A

Risk Assessment

Emergency condition	Impact	Likelihood	Control Measures	Residual Risk
Adverse media coverage	M	L	No external communication is permitted without written authority from Board of Directors after 'Group' consideration and authority	M

Mass evacuation event affecting Local Train/Tube/Tram Station)

Emergency condition	Given the very close proximity of the Group's offices to local transport hubs we have assessed the impact of a bomb threat and or other mass evacuation event affecting a nearby station and the surrounding area

Effect on service provision

Timeframe	Potential effect on service provision
1 - 2 Hours	No business activity – catastrophic impact on normal business activities
2 -5 Hours	Limited impact as most station evacuations are usually completed within this time period
5-12 Hours	Business impact very unlikely
>12 hours	Zero

Resource requirements for recovery

Time	No. of Staff affected	Relocation	Resource requirements	Data / Information required
1-2 Hours	Between 1 to 40 dependent number of staff working within the office	Yes, all staff to	Managing Director, resource planners and compliance manager	Prior to evacuation each member of staff will divert their landline telephone to their mobile number, Access to database system via cloud
2 - 5 hours	Between 1 to 40 dependent number of staff working within the office	Yes, The Managing Director, the resource planners and compliance manager will relocate immediately to the Group offices located in Dartford	Managing Director, resource planners and compliance manager	Access to database system via cloud
5 – 12 hours	Between 1 to 40 dependent number of staff working within the office	Continued relocation at Group Offices in Dartford if station remains evacuation	Managing Director, resource planners and compliance manager	Access to database system via cloud
>12 hours	Zero	Station very unlikely to remain closed for this duration If the station does remain closed the relocated staff will continue to operate from the Group Offices in Dartford	Zero	Zero

Risk Assessment

Emergency condition	Impact	Likelihood	Control Measures	Residual Risk

Emergency evacuation of Local Transport Hub	H	L	• All staff to divert land-line telephones to their mobile telephones
			• Immediate impact is very high, however diminishing over a short period of time, therefore the relocation of key staff as identified below will allow business to function as normal;
			  • Group Chairmen
			  • Group's Managing Directors
			  • Group HR Manager
				M

Global Pandemic (e.g. COVID-19 Coronavirus)

Emergency condition	Reaction to Global Pandemic which causes disruption to UK infrastructure (including transport networks, emergency services, medical facilities, and restrictions on movement of people).

Effect on service provision

Timeframe	Potential effect on service provision
1 - 7 days	No business on-site activity – catastrophic impact on normal business activities with enactment of strategic coordination group meeting between senior leadership team, daily communication with staff via email and intranet (Depot)
7 -14 days	Business severely impacted, all offices closed site reopen with strictly enforced site operating procedures and revised working methods adapted from advice from HM Government and NHS Limited impact as most station evacuations are usually completed within this time frame, daily communication with staff via email and intranet (Depot)
14 – 60 days	Business impact is now low with some ongoing disruption to staff availability, revised on site procedures for first aid provision and adaption of site actives so as to reduce risk to a tolerable level, daily communication with staff via email and intranet (Depot)
60+ days	Business impact now limited with ongoing monitoring and reinforcement of operating procures, daily communication with staff via email and intranet (Depot)

Resource requirements for recovery

Time	No. of Staff affected	Relocation	Resource requirements	Data / Information required
1-7 days	All staff	Yes, all offices and sites closed work from home using established IT systems (Egnyte & Office 365 + Teams & ZOOM)	Senior leadership Team (Group Board + MD's of Group businesses)	Up to date call out lists and phone numbers for key staff and tested IT systems
7-14 days	All office-based staff	Yes, all offices and sites closed work from home using established IT systems (Egnyte & Office 365 + Teams & ZOOM)	Senior leadership Team (Group Board + MD's of Group businesses)	Up to date call out lists and phone numbers for key staff and tested IT systems
14-60 days	Sites reopen Offices remain closed	Yes, all offices closed work from home for office-based staff using established IT systems (SharePoint, Office 365 & MS Teams etc)	Senior leadership Team (Group Board + MD's of Group businesses), Project Managers and Project Supervisors	Up to date call out lists and phone numbers for key staff and tested IT systems
60+ days	Zero	All offices and sites reopen in line with established site and office operating procedures	Senior leadership Team (Group Board + MD's of Group businesses), Project Managers and Project Supervisors	Zero

Risk Assessment

Emergency condition	Impact	Likelihood	Control Measures	Residual Risk
Global Pandemic	H	L	• Revert to now established site and operating procedures	L

Loss of Key Staff (e.g. long-term illness, resignation, death in service)

Emergency condition	A key member of staff is suddenly no longer available to the business. Assuming the loss of both their physical presence and intellectual property

Effect on service provision

Timeframe	Potential effect on service provision
1 - 7 days	Work left uncompleted. Key duties not performed
7 -14 days	Clients/Candidates potentially not contacted, and staff and/or clients go elsewhere for work. If Staff member is in the financial team invoices/wages not paid
14 – 60 days	Potential for statutory issues to arise such as the filing of reports, audits. Key processes not completed
60+ days	Enforcement actions, loss of clients, staff, and or potential legal issues if task not completed

Resource requirements for recovery

Time	No. of Staff affected	Relocation	Resource requirements	Data / Information required
1-7 days	Nominated Deputy	No, the nominated role deputy undertakes all	Senior leadership Team	JD and relevant procedures
7-14 days	Senior Leadership Team	Meeting called by deputy to discuss the division roles and responsibilities. And ongoing impacts. Depending on circumstances, a suitable replacement sought.	Senior Leadership Team	JD and relevant procedures
14-60 days	Senior Leadership Team	Depending on circumstances, a suitable replacement sought.	Senior Leadership Team	Up to date call out lists and phone numbers for key staff and tested IT systems
60+ days	Senior Leadership Team	Depending on circumstances, a suitable replacement sought.	Senior Leadership Team	Zero

Risk Assessment

Emergency condition	Impact	Likelihood	Control Measures	Residual Risk
Loss of Key Staff	H	M	• All key roles have a nominated deputy • Roles and responsibilities clearly defined & set out, regularly reviewed and updated, and available to all • Detailed operating procedures are maintained for all main	L

Key Contacts

Company Contacts

Name	Position	Contact details
Paul Smith	Managing Director	paul.smith@deployrecruit.com | 01707954130 | 07361585109 | 07803934020
Rob Wands	Director – Safety and Operations	rob.wands@deployrecruit.com | 02045493895 | 07361586220 | 07850936417
Vikas Puri	Finance Director	vikas.puri@deployrecruit.com | 02045497315 | 07449034296 | 07711557845
Rod Lanigan	Director – Business Development	rod.lanigan@deployrecruit.com | 01707954125 | 07480801231 | 07872149586
Darrell Atkins	Client Relationship Manager	darrell.atkins@deployrecruit.com | 01707682150 | 07888874981

Insurance Broker

Name	Position	Contact details
Alex Armstrong (Marsh Commercial)	Account Executive	Mob: 07908770926 alex.armstrong@marshcommercial.co.uk

Landlord (Sussex Innovation Centre - Croydon)

Name	Position	Contact details
Daisy Wood (Brighton University)	Centre Manager	DDI: 0203 828 1302 daisy.wood@sinc.co.uk

Landlord (Bordon)

Name	Position	Contact details
Aaron Bunney	Center Manager	01420550980 abunney@oxin.co.uk

Appendix A – Emergency Response Checklist

Action	Yes / No
Start log of actions taken	
Liaise with emergency services	
Assess damage / impact	
Convene the response / recovery team	
Provide necessary information to staff	
Develop the agreed 'plan of action'	
Communicate action to response / recovery team	
Communicate decisions to key stakeholders	
Provide public information to maintain reputation	
Arrange debriefing sessions	
Review business continuity plan to determine effectiveness	

Appendix B – Log Sheet

This record is to be maintained throughout all emergency situations and maintained as a true and accurate record of events and responses to the situation.

Date	Time	Info / Decision(s) / Actions	Initials

Sheet _____ of ______