

## ST4G VDS Group Business Continuity Plan

Reference	Date Added	Date Reviewed	Description of Hazard	Current Status/Actions Required	Actions	Likelihood	Impact	Total
1	29/11/2019	27/01/2026	Temporary loss of computer system	Insurance cover is in place to cover the costs due to loss of data and also computer equipment. Building electrics within the Office are under 10 years old and conform to all statutory safety standards and are certified as such. Servers are built and maintained in house.	Data is backed up daily. Copy of backup taken off site every evening. To look in to external, cloud based system for further security in system back ups.	1	2	2
2	29/11/2019	27/01/2026	Extended loss of computer system	Extended failure of the system is highly unlikely except in the event of fire or flood (see below)	Data is backed up daily. Copy of backup taken off site every evening. Stock system and some other systems cloud based, to look into external, cloud based system for further security in system back ups. Systems built and maintained in house.	1	3	3
3	29/11/2019	27/01/2026	Server problem	Servers less than 5 years old. Maintained internally and regularly. Updates checked daily. Back up e-result emailed daily.	Quarterly maintenance in house by overseen by Head Engineer, Steve Lyne	1	2	2
4	29/11/2019	27/01/2026	Loss of Office internet/internal email	Failure of the mail server will lead to loss of service	All emails are on cloud based system. Servers maintained inhouse and regularly. In the event of long term failure (one day plus), email to be rerouted, however all staff have remote access to their emails via their smart phones and are cloud based and so accessible remotely.	1	2	2
5	29/11/2019	27/01/2026	Loss of internet	Loss of internet due to failure of service provider is out of the Group's control.	Dongles in place to allow work to continue in the event that internal internet system fails.	1	2	2
6	29/11/2019	27/01/2026	Loss of telephone system	Failure of telephones is out of the Group's control.	If the telephone system goes down in office then move to mobile phones. Dongles in place that can be used for data as required.	1	2	2

7	29/11/2019	27/01/2026	Flooding of Office	The Office is not on a floodplain. Flooding is likely to be a result of internal plumbing issues. Insurance cover is in place to cover loss of revenue and other costs as a result of flooding. Backups stored off site.	For computer back up etc, see above. Home working to be considered for short timescales.	1	3	3
8	29/11/2019	27/01/2026	Fire in Office	Insurance cover is in place to cover loss of revenue and other costs as a result of fire.	Fire extinguishers serviced annually. Drills shall be held at regular intervals. Fire alarms checked at regular intervals.	1	3	3
9	29/11/2019	27/01/2026	Retention of key personnel	The Group has an 'open-door' policy, allowing any member of staff to have a confidential meeting with senior staff whenever required. In addition, The Group offers many employee benefits which help people's live/work balance. As such maintain a high level of senior staff retention.	Strong relationship with employees. Meetings held regularly to discuss work. Key person insurance in place where appropriate. Always looking at staff training to mitigate loss of skill incase of loss of key personnel.	1	2	2
10	29/11/2019	27/01/2026	Business processes	Details of The Group ' critical finance business processes are contained in a separate document available from the Financial Manager.	These are reviewed annually.	1	2	2
11	02/04/2020	27/01/2026	Incapacity of other personnel --COVID-19	No longer a current concern. However any future pandemics are not in the Group's control.	Historical Government advice taken and archived, as a point of reference in case of future pandemics.	1	1	1

Likelihood ratings are:

- 1 = Not likely to occur
- 2 = Possibility of occurring
- 3 = Likely to occur

Impact

- 1= Would not impact significantly and business would continue without any issues
- 2 = Would cause some disruption and would negatively impact on our business, financially and the level of service
- 3 = Would have major impacts on our business and service

Total

- 1 to 2 - The risk is low but company will continue to monitor
- 3 to 4 - There is a residual risk, company to continue to monitor and attempt to reduce further
- 5 and above - The risk is unacceptable and the company should consider hiring external consultants/experts to give advice on how to reduce the residual risk if the company cannot address internally.

Reviewed 27th January 2026

- 1.This Plan forms part of our ISO 9001 and ISO 14001 documented procedures and as such, is reviewed at least annually, or when other substantial changes are made to procedures, personnel or premises
2. The above risks should be read in conjunction with our Risks and Opportunities Register and Interested Parties Matrix.