



BUSINESS CONTINUITY PLAN

**PLS Medical Ltd
Unit 2, Elm Court
Cavalry Park
Peebles
EH45 9LX
23rd November 2021**

**Detailing arrangements for:
Incident Management
Business Continuity
Recovery and Resumption**

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Section 1: ABOUT THIS PLAN

DOCUMENT CONTROL

Date	Revision/Amendment Details & Reason	Author
16/03/2020	Reviewed. Contact details updated.	Robin Laing
25/03/2020	Amendment due to the current COVID-19 Pandemic and our specific business continuity measures during the crisis. Insertion of Section 6 (page 11).	Robin Laing
15/03/2021	Reviewed and updated.	Robin Laing
23/11/2021	Reviewed and updated.	Robin Laing

PLAN PURPOSE

To provide a flexible response so that PLS Medical Ltd can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of critical activities/services during an incident (business continuity)
- Return to 'business as usual' (resumption and recovery)

PLAN REMIT

The following functions are covered by this Plan:

- The supply of professional footwear and PPE to contractual customers throughout the UK.
- The provision of Ecommerce via the PLS Website and other sales Platforms (Amazon and Ebay)
- Customer support provision (customer services)
- Financial management (invoicing and billing)

The following site is covered by this Plan:

- Units 1 & 2, Elm Court, Cavalry Park, Peebles. EH45 9BU

PLAN OWNER

Paul Sewell, Director of PLS Medical Ltd is this Plan's Owner and responsible for ensuring that it is maintained, exercised and updated in accordance with internal requirements for business continuity¹.

PLAN DISTRIBUTION

This Plan is distributed as follows:

NAME	ROLE
Paul Sewell	Director
Mandy Sewell	Company Secretary & Office Manager
Robin Laing	eCommerce Manager
Stephen Sewell	Sales Manager
Iona McCudden	Sales Administrator
Graham Lumb	Warehouse Manager

PLAN STORAGE

Electronic copies of this Plan are stored:

On the hard drive of the office master computer

On the hard drive of a company laptop which is not kept on the premises overnight, and on a storage device (memory stick) which is stored off-site

PLAN REVIEW DATE

This Plan will be monitored monthly and formally reviewed annually, with the next formal review in June 2020.

PLAN EXERCISE/TESTING

This Plan was tested/exercised on 16th March and the recommended amendments were made. A full report of the Plan test is available from Robin Laing.

LINKS TO OTHER PLANS

This plan is associated with:

- PLS Medical Ltd Quality Management Manual

Section 2: PLAN ACTIVATION

CIRCUMSTANCES

This Plan will be activated in response to an incident causing significant disruption to normal service delivery/business, particularly the delivery of key/critical activities. Examples of circumstances triggering activation of this Plan include:

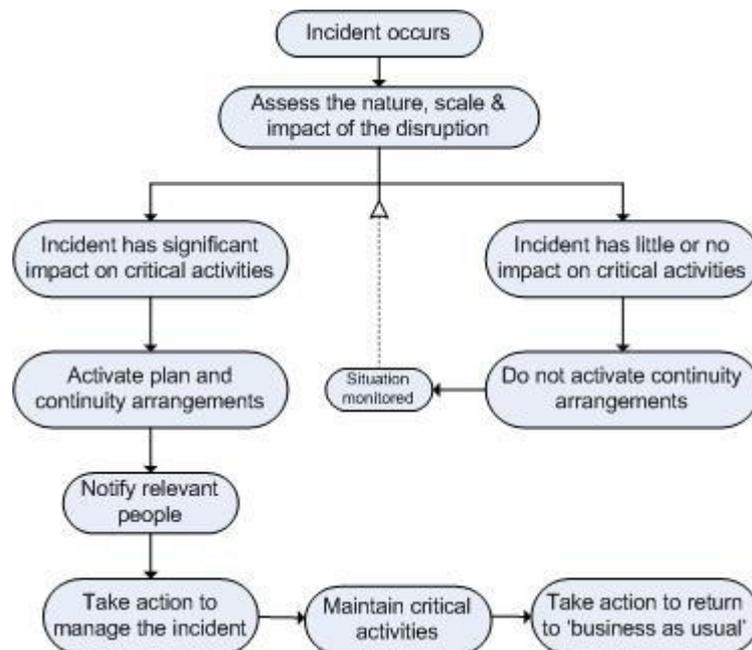
- Loss of key staff or skills e.g. above normal levels of absenteeism due to illness
- Loss of critical systems e.g. ICT failure
- Denial of access, or damage to, facilities e.g. loss of a building through fire
- Loss of a key resource e.g. a major supplier vital to the delivery of a key service

RESPONSIBILITY FOR ACTIVATION

A member of the nominated **Business Continuity Team**² for PLS Medical Ltd will normally activate and stand down this Plan:

Name	Role	Office	Out of Office	Mobile
Paul Sewell	Director	01721 724018	07878 513864	
Robin Laing	Ecommerce Manager	01721 724018	01750 725123	07878 513864

PROCESS FOR ACTIVATION



Section 3: INCIDENT MANAGEMENT

PURPOSE OF THE INCIDENT MANAGEMENT PHASE

- Protect the safety of staff, visitors and the wider community
- Protect vital assets e.g. equipment, data, reputation etc
- Ensure necessary communication takes place
- Support the Business Continuity phase
- Support the Recovery and Resumption phase

ACTIONS TO PROTECT THE SAFETY AND WELFARE OF STAFF, VISITORS AND THE PUBLIC

The following actions will be taken to protect the immediate safety of staff, visitors and the public:

4	ACTION	FUTHER INFO/DETAILS
1.	Evacuate the building if necessary	Use normal evacuation procedures for the building
2.	Ensure all staff report to the Assembly Point.	The Assembly point for PLS Medical Ltd is: In the carpark (if safe to do so) The alternative Assembly Point for the PLS Medical Ltd is: In the carpark of the Rosalind Kerr Dental Practice. Paul Sewell or Robin Laing is responsible for completing this action.
3.	Call emergency services (as appropriate)	TEL: 999 Paul Sewell or Robin Laing is responsible for completing this action.
4.	Check that all staff, contractors and any visitors have been evacuated from the building and are present. Consider safety of all staff, contractors and visitors as a priority	All staff in attendance and visitors will be recorded. Paul Sewell or Robin Laing is responsible for completing this action.
5.	Ensure log of incident is started and maintained throughout the incident phase	Use a decision and action log to do this. The log template can be found in the PLS Office.
6.	Record names and details of any staff, contractors or visitors who may have been injured or distressed in the incident.	Paul Sewell or Robin Laing is responsible for completing this action.
7.	Forward details of any fatalities or injuries in the incident to HR (depending on scale of incident) and agree action that will be taken.	The HR contact to forward this information to is Amanda Sewell Paul Sewell is responsible for completing this action
8.	Assess impact of the incident to agree response / next steps	Paul Sewell is responsible for completing this action
9.	Log details of all items lost by staff, visitors etc as a result of the incident	Paul Sewell is responsible for documenting this information

COMMUNICATION ACTIONS

In the event of an incident and this plan being activated, the following people should be contacted. Nature of contact will depend on the incident type and time it has occurred. Robin Laing is responsible for completing the communication actions.

ALWAYS CONTACTED				
4	Name	Role	Contact Details	Likely message
1.	Paul Sewell	Director	07878 513864 paul@plsmmedical.co.uk	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Request to escalate or support

CONTACTED DEPENDING ON INCIDENT				
4	Name	Role	Contact Details	Likely message
1.	Stephen Sewell	Sales Manager	stephen@plsmmedical.co.uk	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Where they need to report to/work from
2.	Robin Li Laing	eCommerce Manager	robin@plsmmedical.co.uk	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Where they need to report to/work from
3.	Graham Lumb	Distribution Manager	graham@plsmmedical.co.uk	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Where they need to report to/work from
4.	Suppliers – Master List	Key Suppliers		<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Where they need to report to/work from
5.	Customers – Master List	N/A	Customers would be contacted via telephone or email.	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Expected duration of the disruption

ACTIONS TO SUPPORT BUSINESS CONTINUITY

4	ACTION	FUTHER INFO/DETAILS
1.	Recover vital assets/equipment to enable delivery of critical activities	The essential equipment/resources/information that need to be recovered where possible are: <ul style="list-style-type: none"> • Stock • IT Equipment
2.	Assess the key priorities for the remainder of the working day and take relevant action	Consider sending staff home, to recovery site
3.	Inform staff what is required of them	Arrangements decided by senior management and communicated to all staff
4.	Publicise the interim arrangements for delivery of critical activities	Ensure all stakeholders are kept informed of contingency arrangements as appropriate By telephone or email depending on resources.

ACTIONS TO SUPPORT RECOVERY AND RESUMPTION

	ACTION	FUTHER INFO/DETAILS
1.	Take any salvage/asset recovery actions that are appropriate	Remove any stock equipment, furniture, and records etc that are at risk of damage.
2.	Continue to log all expenditure incurred as a result of the incident	Use a financial expenditure log to record costs incurred as a result of responding to the incident
3.	Seek specific advice/ inform your Insurance Company	

COMMUNICATING WITH STAFF

Name	Role	Contact Details
Paul Sewell	Director	<i>paul@plsmedical.co.uk</i>
Mandy Sewell	Company Secretary & Office Manager	<i>accounts@plsmedical.co.uk</i>
Stephen Sewell	Sales Manager	<i>stephen@plsmedical.co.uk</i>
Graham Lumb	Distribution Manager	<i>graham@plsmedical.co.uk</i>
Robin Li Laing	eCommerce Manager	<i>robin@plsmedical.co.uk</i>
Iona McCudden	Sales Administrator	<i>sales@plsmedical.co.uk</i>

Section 4: BUSINESS CONTINUITY

PURPOSE OF THE BUSINESS CONTINUITY PHASE

The purpose of the business continuity phase of response is to ensure that critical activities are resumed as quickly as possible and/or continue to be delivered during the disruption.

The Business Impact Analysis (BIA) for PLS Medical Ltd sets out details of critical activities and the resources required to deliver them both in 'business as usual' and in crisis situations. The Business Continuity Team will refer to the BIA to help inform the business continuity response that is required.

CRITICAL ACTIVITIES

The outcome of the Business Analysis process has been to identify the following activities as critical:

	Brief Description of Critical Activities
1.	Preserving Stock
2.	Fulfilling Orders
3.	Receiving Shipments
4.	Communication with all relevant parties

NON-CRITICAL ACTIVITIES

A number of activities are noncritical and consideration will be given to:

- Not recovering these activities until critical activities have been resumed
- Suspending these activities and diverting their resources to support the critical ones

The non-critical activities for this team/service/organisation are:

	Brief Description of Non-Critical Activities
1.	Marketing Activities
2.	Seeking new business
3.	Tender applications

BUSINESS CONTINUITY ACTIONS

The Business Continuity Team (See Section 2) for the incident is responsible for ensuring the following actions are completed:

	ACTION	FUTHER INFO/DETAILS
1.	Identify any other staff required to be involved in the BC response	Depending on the incident, the Business Continuity Team may need additional/specific input in order to drive the recovery of critical activities
2.	Evaluate the impact of the incident	Use an incident impact assessment form to understand the impact of the incident on 'business as usual' working activities.
3.	Plan how critical activities will be maintained.	Consider: <ul style="list-style-type: none">▪ Immediate priorities▪ Communication strategies

	ACTION	FUTHER INFO/DETAILS
		<ul style="list-style-type: none"> ▪ Deployment of resources ▪ Finance ▪ Monitoring the situation ▪ Reporting
4.	Log all decisions and actions, including what you decide not to do and include rationale	Use a decision and action log to do this
5.	Log all financial expenditure incurred	Use a financial expenditure log to do this
6.	Allocate specific roles as necessary	Roles allocated will depend on the incident and availability of staff
7.	Secure resources to enable critical activities to continue/be recovered	Consider requirements such as the staffing, premises, equipment, remote access communication channels.
8.	Deliver appropriate communication actions as required	Ensure methods of communication and key messages are developed as appropriate to the needs of your key stakeholders e.g. customers, suppliers, staff, Executive Boards, Shareholders etc.

Section 5: RECOVERY AND RESUMPTION

PURPOSE OF THE RECOVERY AND RESUMPTION PHASE

The purpose of the recovery and resumption phase is to resume normal working practises for PLS Medical Ltd. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

RECOVERY AND RESUMPTION ACTIONS

	ACTION	FUTHER INFO/DETAILS
1.	Agree and plan the actions required to enable recovery and resumption of normal working practises	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.
2.	Continue to log all expenditure incurred as a result of the incident	Use a financial expenditure log to do this
3.	Respond to any long terms support needs of staff	Depending on the nature of the incident, the Business Continuity Team may need to consider the use of Counselling Services e.g. internal Occupational Health involvement or appropriate External Agencies
4.	Carry out a 'debrief' of the incident and complete an Incident Report to document opportunities for improvement and any lessons identified	Use an Incident Report Form to do this. This should be reviewed by all members of the Business Continuity Team to ensure key actions resulting from the incident are implemented within designated timescales
5.	Review this Continuity Plan in light of lessons learned from incident and the response to it	Implement recommendations for improvement and update this Plan. Ensure a revised version of the Plan is read by all members of the Business Continuity Team
6.	Publicise that there is now 'business as usual'	Via; The website, social media, email marketing, local and national press, trade press.

Section 6: ONGOING INCIDENT REPORT COVID-19

PURPOSE OF THE ONGOING INCIDENT REPORT

The purpose of this ongoing incident report is to document our actions in response to an ongoing international incident. The world is currently responding to the COVID-19 coronavirus pandemic, a highly contagious respiratory disease which is causing significant disruption worldwide.

INCIDENT SUMMARY

The incident began in China in November 2019 and spread internationally, reaching Europe in February 2020. The first recorded UK coronavirus death was on the 5th March 2020. The situation poses a serious health risk, and in an effort to slow the spread of the disease, one third of the world is currently on lockdown.

The incident poses significant challenges for the NHS and UK businesses. As a UK business that supplies the NHS, PLS Medical Ltd have taken measures to ensure that we can continue to provide an important service throughout the incident, for as long as possible. On the 23rd March we undertook an internal audit to assess our preparedness for the incident and subsequent restrictions.

Below we set out the steps we are taking to ensure that we can continue to operate during these difficult times.

INCIDENT RESPONSE ISSUES & ACTIONS

	ISSUE	ACTION
1.	Business continuity. We need to ensure that we can continue to operate as effectively as possible during this ongoing incident.	This business continuity plan will be regularly reviewed and updated, with any significant developments circulated to all staff and relevant stakeholders.
2.	World-wide supply chain issues. Most of our key footwear suppliers are based in mainland Europe, with some of their suppliers based in China. We need to ensure that we can still receive stock.	Advance stock ordering to ensure we meet demand. We have secured high volume stock of key product lines and had them delivered to our UK warehouses in advance of European border closures.
3.	Increased demand. Both from hospitals for hygienic, washable footwear for infectious disease control, and to online customers seeking to protect themselves while at work where their employer does not provide footwear.	Our warehouses are fully stocked with key products that hospitals are likely to require during the crisis. Online customers can continue to purchase, and orders will be processed as long as the delivery services are operational. In any instance where we do not have the stock that our online customers require, we are working with them to find an alternative or related product that best suits their needs.
4.	Social distancing guidance. The UK is currently under lockdown with strict guidelines for meetings no greater than two people unless they are in a family unit. UK residents are under strict instructions to stay at home, only permitted to leave home for essential suppliers or for exercise no more than once a day. Workers are to work from home wherever possible, people should only travel to work when the work is	We are keeping the workplace safe by limiting the number of staff members in any area at one time. If staff need to work in proximity, they are teamed up in family groups where possible, and maintaining the safe distance guidelines at all times. Any colleagues that can work from home have been doing so to minimise the risk.

	essential.	
5.	Financial disruption caused by long-term measures or in the event of stricter restrictions being imposed.	We are researching and monitoring the available government resources and criteria should these be required in the event of further developments and restrictions.
6.	UK Lockdown guidance. As this is an ongoing, developing incident the lockdown restrictions may tighten in the coming months.	We are monitoring government advice and guidelines to ensure all are being followed. In the event of any further restrictions or developments this plan will be reviewed and updated accordingly.

As this is an on-going incident this section will be under regular review and updated when any changes occur.

Last updated: 23.11.21