

COWAN CONSULTANCY BUSINESS CONTINUITY PLAN

Cowan Consultancy Ltd recognises the need to have a business continuity plan to respond to events which may disrupt our business.

Events could be; temporary power failure, computer system failure, extreme weather conditions, pandemic illness, fire within the premises and flooding of the premises.

Following an event our aim would be to recover quickly and resume business operations as soon as possible. Our priority would be to safeguard our employees and our property. We would make an operational and financial assessment of the scope and severity of the disruption and liaise with our clients with a view to resuming operations as soon as possible.

Definitions of incidents

Cowan Consultancy Ltd's business continuity plan defines three levels of incidents.

Level One – Local incident

This is not an emergency and does not pose serious harm to people or property and would be a limited disruption such as temporary power failure, a computer system failure, weather situations or illness.

Level Two incident – Minor incident

This is defined as an incident that could pose an actual threat to people or property, but not seriously affect the operation of the business. This may include isolation and evacuation of the premises with the assistance of the Emergency Services.

Level Three incident – Major incident

This is defined as a major incident which could cause significant disruption to business operations such as environmental emergencies i.e. fire, flood etc. The Emergency Services would take full control of the incident.

Our aim following an incident would be to address all the issues resulting from the event such as data back-up and recovery of critical systems; financial and operational assessments; alternative communications with clients, employees, and regulatory bodies; alternative location of employees; contact with suppliers, contractors, bank and assuring our clients of prompt action. All steps would be taken to limit disruption to our business.

After an event affecting either our Cowes or Fareham office we would transfer our operations to the alternative site. Where the disruption affects both offices,

we would initiate home working and notify clients, contractors and suppliers via our website and/ or email until the situation improves.

Contact after a significant business disruption

After a significant business disruption if our head office cannot be contacted then our alternative telephone number would be the Isle of Wight number 01983 280033. Equally if there is a disruption to business in the Cowes office our contact number would be 01489577488.

David Button
Managing Director

A handwritten signature in blue ink, consisting of a stylized 'D' followed by a long horizontal line that loops back under the 'D'.

31st July 2010