

BLACKBURN GOULD AND ASSOCIATES LTD

Business Continuity Plan

Reference	MAN 05
Version	1.0
Issue Date	18/08/2025
Approved	ED

Incorporating: BS EN ISO 9001:2015	BUSINESS CONTINUITY PLAN	Doc: Ver:1.0
		Date: 20/04/2026
		Review – Annually
	Approved by: E.D.	Page 1 of 1 Review due: 20/04/2026

BUSINESS HAZARD	RISK	EXISTING CONTROL MEASURE	CONTINGENCY MEASURE	RESPONSIBILITY
Loss of Office Premises	Fire, Flood, Environmental Damage	Smoke Detectors No Smoking policy 24 hour Manning	Relocation to other office/premises Removal of Portable Computers Ability to purchase standard replacement PC's	Executive Director Operations Manager
Loss of data relevant to: Payroll, Employees, Invoicing, VAT, Income Tax, NI Contributions	Computer Data Loss or Corruption Fire, Flood Environmental Damage	Use of Established Software External payroll provision Routines Back Ups Back Up paper based system operated in tandem	Storing of Back Ups either off site or within Fire Proof Safe Restoration of back up procedure tested on regular basis	Admin Manager (Back Ups) Executive Director
Major customer not paying substantial Invoice(s)	Financial damage to the Company	Efficient Financial Control Debt Insurance Excellent Service levels	Use of Debt Recovery Agency (If customer still trading) Adequate Financial management	Executive Director Operations Managers
Long term illness of key personnel	Essential procedures not carried out resulting in service level failure	Welfare Arrangements Multi training of all key management	Ability to Work from Home Flexible Work Arrangements Sub Contracted Management	Executive Director
Loss of major client due to failure to meet requirements.	Financial damage to the Company Reputation harmed	Service levels delivered in accordance with British Standards and Accreditation Bodies	Management liaison with all Clients maintained at highest level Effective Corrective Action	Executive Director Operations Managers
Loss of Equipment	Failure to meet Customers requirements	Adequate maintenance procedures	Replacement of Equipment on short term hire	Executive Director Operations Managers
Sudden loss of staff due to: Illness, Poor Performance, Dismissal, Resignation, etc.	Failure to meet Customers' requirements	Effective Employee relations BS7858 Screening procedure Better than Average remuneration package	Maintenance of positive relationships with qualified assessors and tutors	Executive Director