

Business contingency and emergency planning

Policy Statement

This organisation is aware of its responsibilities in respect of the delivery of its services. This policy sets out the contingency arrangements that can be initiated when an unplanned event arises that is either critical, of an emergency nature, or a force majeure situation.

The Policy

This policy aims to enable service delivery to take place even in unplanned situations. Working with multi-agency partners, this organisation would seek to ensure the following measures were in place to minimise any disruption to planned services and to co-operate in any way possible to assist in any force majeure situation that may arise.

The following sets out how this organisation would seek to minimise the impact of unplanned situations.

Utility Failure

If utility failure does occur in the business, we would be able to access alternative supplies of mobile equipment and water to enable the the business premises to remain open.

We do not have Gas on site and all heating and power come from an electric supply.

Generators could be hired to provide power.

Water within the business is only used for drinking, washing hands, pot and flushing toilets, this can be bought to site in large containers.

All office staff have the ability to work from home and all telephones are voip phones which can be moved and plugged into any broadband service.

Adverse Weather/Winter Planning

Such situations would require the rescheduling of shifts, as staff may not be able to get into work or get home at the end of shifts. Facilities would be made available if staff could not get home due to adverse weather conditions. Staff would be encouraged to work from home if they were able due to adverse weather.

Force Majeure Situations

In the event of a force majeure (e.g. major flooding, fuel shortages, road closures, winter conditions), the organisation would take advice from and co-operate in any way possible with the civil emergency team and the statutory agencies involved. This could include:

- Emergency centres being utilised.
- Evacuation procedures.

Physical Damage

If physical damage occurred at the establishment that had a detrimental effect on the ability to provide our services to our customers, alternative business premises would be located.

If immediate evacuation had to be made, this organisation would ensure the safety of staff.

The business is fully insured for business interruption up to a value of its full turnover which would allow for a temporary outsourced supply which things were fixed.

All office staff have the ability to work remotely.

Safety Device Malfunction

This organisation recognises the importance of the efficient operation of safety devices and equipment in the establishment. It has a contract with various service professionals to ensure that, if any fail, there will be an immediate response from the suppliers.

Alarm system	PSTV – Chris Wass – 07973 887337
Fire alarm system	BW Fire engineering – Dean Wilson - 07535 608297
Fire alarms	BW Fire engineering – Dean Wilson - 07535 608297
Door code systems	Connor Hardy – 07787 427400
Telephone system	BDR - 0800 975 3000 opt2
IT Support	Ace IT - 01773 719748
CCTV	Steve Spiby – 07850 758688

If any of these services cannot be repaired within 24 hours, an action plan will be implemented to ensure the safeguarding of staff. The plan of action will be implemented immediately. The organisation will involve and update the staff regularly.

Training Statement

Managers will be kept up to date with relevant plans, as appropriate, at least annually, to respond effectively and efficiently.

All staff, during induction, are made aware of the organisation's policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary, and staff are made aware of any changes.

Signed by Stephen Hardy : Managing Director

Signed:



Date 01/08/2026 – review date 30/08/2027

Prosign Print & Display, Unit 4 Harry's Court, Coombe Road, Moorgreen Industrial Park, Moorgreen, Nottingham NG16 3SU

Registered in England & Wales. Company Registration Number: 5768527.

Registered Office: Prosign Print & Display, Unit 4 Harry's Court, Coombe Road, Moorgreen Industrial Park, Moorgreen, Nottingham, NG16 3SU

VAT Registration Number: 911167843

T: 01773 716 015 E: print@prosign-uk.com www.prosign-uk.com