Ashford Business Services Ltd

Business Continuity Plan

Ashford Business Services Ltd - effective 9 November 2026, review 9 November 2026

1. Purpose

This plan keeps Ashford Business Services Ltd running - or recovers it quickly - when normal operations are disrupted by fire, flood, IT failure, pandemic, loss of key staff, supplier failure or similar events.

2. Roles

Role	Name	Deputy	Contact
Continuity lead	Sarah Mitchell	Sarah Mitchell	01632 960 123
IT / systems	Sarah Mitchell	Sarah Mitchell	01632 960 123
Operations	Sarah Mitchell	Sarah Mitchell	01632 960 123
Communications	Sarah Mitchell	Sarah Mitchell	01632 960 123

3. Critical functions (in recovery priority order)

#	Function	Max tolerable downtime	Recovery steps
1	Customer order processing	4 hours	steps
2	£45.00	24 hours	steps
3	01632 960 123	8 hours	steps

4. Key contacts

Contact	Details
Emergency services	001
Insurance provider / policy no.	Harborne Insurance Ltd, policy HB-2026-4417.
IT support	Northgate IT Support, 01632 960 123, support@northgate-it.co.uk.
Key supplier 1	Riverside Supplies Ltd, 01632 960 124.
Key supplier 2	Harborne Wholesale Ltd, 01632 960 125.
Landlord / building manager	Harborne Property Management, 01632 960 126.

5. IT recovery

- Backups: where stored, how often, last tested 9 November 2026.
- Recovery point: Max 24 hours of data loss acceptable.
- Alternate systems / manual workarounds: Orders are taken by phone and logged on paper forms until the systems are back.

6. Alternate work location

If 14 Oakfield Road, Birmingham B17 9JH is unusable: 14 Oakfield Road, Birmingham B17 9JH. Staff notified via 01632 960 123.

7. Communication plan

- Staff: who tells whom, by what channel.
- Customers: template message holder: Sarah Mitchell; channels: sarah.mitchell@ashford-business-services.co.uk.
- Suppliers and partners: owner: Sarah Mitchell.

8. Testing and review

Test this plan annually / twice a year with a tabletop exercise / full drill. Review after every incident and every 12 months. Last tested: 9 November 2026.