



(PHASED RETURN)

# BUSINESS CONTINUITY PLAN

Version 4  
Issued 09/11/2023

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## 1. About this Plan

### 1.1 Document Control

Date	Revision/Amendment Details & Reason	Author
15/09/21	V1 - Document approved	Clare Welstead
28/09/21	V2 – Addition of rail admin staff in S4	Clare Welstead
02/02/23	V3 – Reviewed and contacts amended	Paul Lynch
09/11/23	V4 – Added document classification	Clare Welstead

### 1.2 Plan Purpose

To provide a flexible response so that L Lynch Plant Hire & Haulage 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)

### 1.3 Plan Remit

The following activities/services/functions are covered by this Plan:

- ***The provision of operator and non-operator plant hire services***

The following *sites* are covered by this Plan:

- *Boundary Way, Hemel Hempstead HP2 7YU*

### 1.4 Plan Owner

Stephen Bremner, Business Continuity Manager is this Plan's Owner and responsible for ensuring that it is maintained, exercised, and updated in accordance with internal requirements for business continuity<sup>1</sup>.

### 1.5 Plan Distribution

This Plan is distributed as follows:

NAME	ROLE
Paul Lynch	Head of HSQE & Sustainability
Stephen Bremner	Fleet & HS Director
Andy Vincent	Digital IT Director
Rita Hester	Insurance Manager
Merrill Lynch	Joint Managing Director

<sup>1</sup> State where this information can be found and signpost any accompanying guidance documents.

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Rob Lynch	Joint Managing Director
Fabien Swampillai	Finance Director

**1.6 Plan Storage**

Electronic copies of this Plan are securely stored in the BCM folder on the L Lynch network drive.

**1.7 Plan Review Date**

This Plan will be formally reviewed every 12 months.

**1.8 Plan Exercise/Testing**

This Plan will be tested/exercised each April and the recommended amendments made. A full report of the Plan test will be available from Paul Lynch.

**1.9 Links to Other Plans**

- Fire Evacuation procedure
- Appendix A – Pandemic BCP

**2. Plan Activation****2.1 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:

- Extended loss of electrical power
- Loss of key staff or skills e.g., above normal levels of absenteeism due to illness
- Loss of critical systems e.g., ICT failure, network infrastructure, phone system
- 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

**2.2 Responsibility for Activation**

A member of the nominated **Business Continuity Team** for L Lynch will normally activate and stand down this Plan:

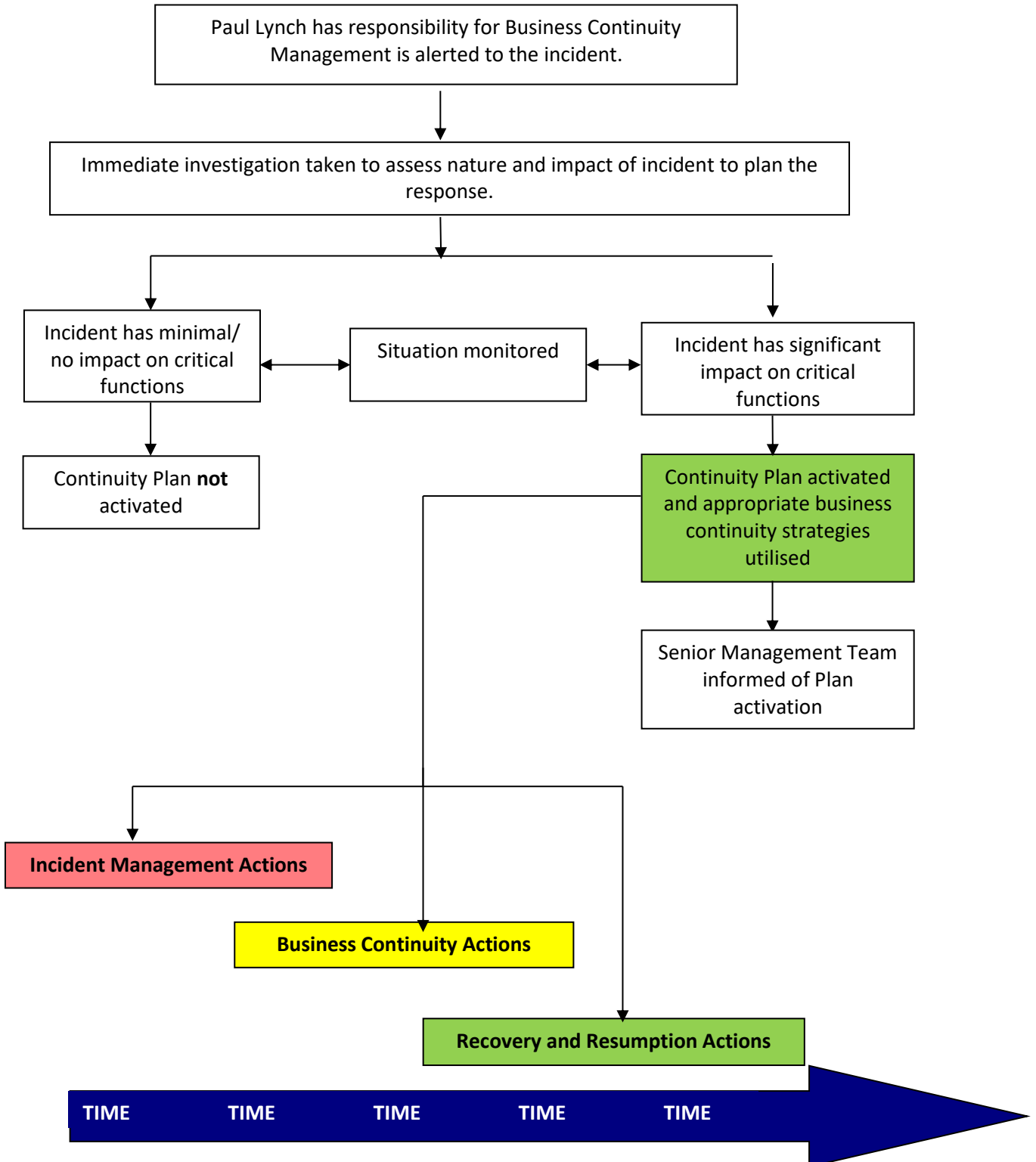
<b>Name</b>	<b>Role</b>	<b>Mobile</b>
Merrill Lynch	Joint Manager Director	07795 561221
Stephen Bremner	Fleet & HS Director	07773 077173
Paul Lynch	Head of HSQE & Sustainability	07595 068325

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Andy Vincent	Digit IT Director	07815 537435
Luke LeCoyte	Operations Manager (South)	07807 663843
Andy Freshwater	Depot Manager	07921763752
Leigh Allen	Rail Sentinel Administrator	07522 229509

2.3 Process for Activation

The process for activation is set out in the flowchart below:



Risk Assessment and Business Impact review

Refer to completed Business Impact Assessments.

Likelihood	Severity	Negligible (1)	Minor (2)	Moderate (3)	Major (4)	Extreme (5)
Rare (1)		Low	Low	Low	Low	Medium
Unlikely (2)		Low	Low	Medium	Medium	High
Possible (3)		Low	Medium	Medium	High	High
Likely (4)		Low	Medium	High	High	Very high
Almost certain (5)		Medium	High	High	Very high	Very high

### 3. Incident Management

#### 3.1 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

#### 3.2 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:

3 <sup>2</sup>	ACTION	FUTHER INFO/DETAILS
1	Evacuate the building if necessary	Activate Emergency Evacuation Procedure for the building (LF042)
2	Ensure all staff report to the Assembly Point.	The Assembly point for L Lynch Plant Hire & Haulage Ltd is the car park at the front of Boundary Way. (Rushden Depot as per Site Induction)  Paul Lynch and / or a member of the Senior Management Team are responsible for completing this action.
3	Call emergency services (as appropriate)	TEL: 999 An appointed fire marshal or a member of the BCP Team is responsible for completing this action.

<sup>2</sup> In an incident, this column can be used to tick actions that have been completed

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4	<p>Check that all staff, contractors, and any visitors have been evacuated from the building and are present.</p> <p>Consider safety of all staff, contractors, and visitors as a priority.</p>	<p>An appointed fire marshal or a member of the BCP Team will ensure that all staff and visitors are accounted for by performing a roll call and by referring to the Visitors Book.</p> <p>A fire marshal (both depots) is responsible for completing this action.</p>
5	<p>Ensure log of incident is started and maintained throughout the incident phase.</p>	<p>All actions must be documented.</p> <p>The document log template is in the emergency grab bag and in the BCP folder on the L Lynch shared drive.</p>
6	<p>Record names and details of any staff, contractors or visitors who may have been injured or distressed in the incident.</p>	<p>An appointed fire marshal is responsible for completing this action</p>
7	<p>Forward details of any fatalities or injuries in the incident to HR (depending on scale of incident) and agree action that will be taken.</p>	<p>The contact to forward this information to is Human Resources who is responsible for completing this action. Deputy - Member of SMT</p>
8	<p>Assess impact of the incident to agree response / next steps.</p>	<p>In consultation with the BC Team, Paul Lynch is responsible for completing this action. Deputy Stephen Bremner</p>
9	<p>Log details of all items lost by staff, visitors etc. because of the incident.</p>	<p>Rita Hester is responsible for documenting this information. Deputy – Alexandra White.</p>
10	<p>Consider whether the involvement of other teams, services or organisations are required to support the management of the incident</p>	<p>Depending on the incident, the Rushden Depot may be approached to assist with incident management:</p> <ul style="list-style-type: none"> <li>● Personnel</li> <li>● Health and Safety</li> <li>● Legal</li> <li>● Occupational Health</li> </ul>

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## 3.3 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.

Paul Lynch & Stephen Bremner are responsible for completing the communication actions.

## ALWAYS CONTACTED

	Name	Role	Contact Details	Likely message
1	Paul Lynch  <b>Deputy</b> Stephen Bremner	Business Continuity Manager  HS & Fleet Director	07595 068325 <a href="mailto:paul@l-lynch.com">paul@l-lynch.com</a>  07773 077173 <a href="mailto:stephenb@l-lynch.com">stephenb@l-lynch.com</a>	Incident is taking place. Action being taken Impact on the service
2	Luke LeCoyte  <b>Deputy</b> Andy Freshwater	Operations Manager  Depot Manager	07807 663843 <a href="mailto:Lukel@l-lynch.com">Lukel@l-lynch.com</a>  07921763752 <a href="mailto:andyf@l-lynch.com">andyf@l-lynch.com</a>	Incident is taking place Action being taken Impact on the service Request to escalate or support

## CONTACTED DEPENDING ON INCIDENT

	Name	Role	Contact Details	Likely message
1	Andy Vincent or  Merrill Lynch	Communications Officer	07815 537435 <a href="mailto:andyv@l-lynch.com">andyv@l-lynch.com</a> OR 07795 561221 <a href="mailto:merrill@l-lynch.com">merrill@l-lynch.com</a>	<ul style="list-style-type: none"> <li>• Incident is taking place</li> <li>• Action being taken</li> <li>• Impact on the service</li> <li>• Indication of any press interest</li> <li>• Areas they can support the service e.g., updating web site/intranet etc</li> </ul>
2	Luke LeCoyte or  Stephen Bremner	Staff	07807 663843 <a href="mailto:lukel@l-lynch.com">lukel@l-lynch.com</a> OR 07773 077173 <a href="mailto:stephenb@l-lynch.com">stephenb@l-lynch.com</a>	<ul style="list-style-type: none"> <li>• Incident is taking place</li> <li>• Action being taken</li> <li>• Impact on the service</li> <li>• Where they need to report to/work from</li> </ul>
3	Chris Gill or Paul Caruana	Key Suppliers	07807 656045 <a href="mailto:chrisg@l-lynch.com">chrisg@l-lynch.com</a> OR 07581 340657 <a href="mailto:paulc@l-lynch.com">paulc@l-lynch.com</a>	<ul style="list-style-type: none"> <li>• Incident is taking place</li> <li>• Action being taken</li> <li>• Impact on the service</li> <li>• Where they need to report to/work from</li> </ul>

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4	Chris Gill or Steve Sutch	Customers	07807 656045 <a href="mailto:chrisg@l-lynch.com">chrisg@l-lynch.com</a> OR 07855 097579 <a href="mailto:stevenst@l-lynch.com">stevenst@l-lynch.com</a>	<ul style="list-style-type: none"> <li>• Incident is taking place</li> <li>• Action being taken</li> <li>• Impact on the service</li> <li>• Expected duration of the disruption</li> </ul>
5	Leigh Allen Or Jesse Collins	Rail Sentinel Administrator  Rail Administrator	07522 229509 <a href="mailto:leigha@l-lynch.com">leigha@l-lynch.com</a>  07593 444948 <a href="mailto:JesseC@l-lynch.com">JesseC@l-lynch.com</a>	<ul style="list-style-type: none"> <li>• Incident is taking place</li> <li>• Action being taken</li> <li>• Impact on the service</li> <li>• Expected duration of the disruption</li> </ul>

## 3.4 Actions to Support Business Continuity

	ACTION	FUTHER INFO/DETAILS
1.	Recover vital assets/equipment to enable delivery of critical activities <sup>3</sup>	<p>The essential equipment/resources/information that need to be recovered where possible are:</p> <p><b>IT Team</b> – computers, landline, internet connection, company mobile phones, printer, scanner, and payment terminal</p> <p><b>IT Team</b> – computers, landlines, internet connection and printer</p>
2.	Plan and implement priorities for the remainder of the working day and communicate clear direct actions to staff.	SMT to send staff home for day if required, to recover site etc.
3.	Inform staff what is required of them.	BCT to meet at the alternative site and set up command post. Tactical teams to be sent to the alternative recovery site. All other staff sent home.
4.	Publicise the interim arrangements for delivery of critical activities. Alternative site is <b>Rushden Depot, Unit 6, Sanders Lodge Industrial Estate, Rushden, NN10 6BQ</b>  <b>(Rushden Depot to Hemel Depot HP2 7YU)</b>	<p>Customers will be informed of interim arrangements via email and published materials on the L Lynch website.</p> <p>Ensure all stakeholders are kept informed of contingency arrangements as appropriate.</p>

<sup>3</sup> See 4.1 of this Plan for details of critical services

### 3.5 Actions to Support Recovery and Resumption

	<b>ACTION</b>	<b>FUTHER INFO/DETAILS</b>
1	Implement any salvage/asset recovery actions that are appropriate	Remove any equipment, furniture, records etc that are at risk of damage.
2	Continue to log all expenditure incurred as a result of the incident	Lynch Form LF088 to be used record any costs incurred as a result of responding to the incident by staff.
3	Seek specific advice/ inform our Insurance Company	Communicate any specific insurance company requirements.

### 3.6 Communicating with Staff

It is highly likely that staff will need to be informed about a business disruption and actions being taken to ensure the continuity of the Service. Management may also have to contact staff out of hours to advise them of any alterations to working conditions e.g., relocation of the Service to an alternative site. All staff members contact details should be recorded for this purpose. Contact details change, it is therefore important to ensure a process is in place to ensure details recorded in this plan are kept up to date.

<b>Name</b>	<b>Role</b>	<b>Office</b>	<b>Out of Office</b>	<b>Email</b>
Paul Lynch	Head of HSQE & Sustainability	07595 068325	07557 534239	<a href="mailto:paul@l-lynch.com">paul@l-lynch.com</a>
Stephen Bremner	Fleet & HS Director	07773 077173	07985 273793	<a href="mailto:stephenb@l-lynch.com">stephenb@l-lynch.com</a>
Luke LeCoyte	Operations Manager (South)	07807 663843	07807 663843	<a href="mailto:lukel@l-lynch.com">lukel@l-lynch.com</a>
Andy Vincent	Digital IT Director	07815 537435	07932 662277	<a href="mailto:andyv@l-lynch.com">andyv@l-lynch.com</a>
Chris Gill	Director	07807 656045	07807 656045	<a href="mailto:chrisg@l-lynch.com">chrisg@l-lynch.com</a>
Steve Sutch	Director	07855 097579	07947 352183	<a href="mailto:stevenst@l-lynch.com">stevenst@l-lynch.com</a>

## 4. Business Continuity

### 4.1 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 the team/service/organisation 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<sup>4</sup> will refer to the BIA to help inform the business continuity response that is required.

#### 4.2 Critical Activities

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

	Brief Description of Critical Activities
1.	The hire and delivery of plant equipment.
2.	The service and repair of plant equipment.
3.	Haulage – uninterrupted collection and delivery services continue
4.	Rail Administration – uninterrupted rail administration

#### 4.3 Non-Critical Activities

A number of activities are non-critical, 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 are:

	Brief Description of Non-Critical Activities
1.	Marketing
2.	Training
3.	Data Analysis / Telematics

#### 4.4 Business Continuity Actions:

The Business Continuity Team (See Section 2.2) 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 LF220/1 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"> <li>▪ Immediate priorities</li> <li>▪ Communication strategies</li> <li>▪ Deployment of resources</li> <li>▪ Finance</li> <li>▪ Monitoring the situation</li> <li>▪ Reporting</li> </ul>
4.	Log <b>all</b> financial expenditure incurred.	Lynch Form LF088 to be used to record any costs incurred due to responding to the incident by staff.
5.	Allocate specific duties as required.	Roles allocated will depend on the incident and availability of staff.
6.	Secure resources to enable company critical activities to continue/be recovered.	Consider requirements such as the staffing, premises, equipment.
7.	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, etc.

## 5. Recovery and Resumption

### 5.1 Purpose of the Recovery and Resumption Phase

The purpose of the recovery and resumption phase is to resume normal working practices for L Lynch Plant Hire & Haulage 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.

### 5.2 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.

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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., 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 and evaluate lessons learned from the incident and the response to it.	Implement recommendations for improvement and update this Plan. Ensure a revised version of the Plan is circulated and read by all members of the Business Continuity Team.
6.	Publicise that there is now 'business as usual'.	Notify suppliers, customers etc. via email, updating web site, newsletter etc.