SITE survey. APP

SITE SURVEY REPORT

Business Continuity Plan and Exercise

Prepared for	Harbourside Print Services Ltd
Date	1 Oct 2026
Site	Harbourside Print Services, Ipswich
Prepared by	K. Adeyemi

FORM

Business Continuity Plan and Exercise

1. Record details and scope

Project	Harbourside Print Services, Ipswich: continuity plan review and exercise
Client or organisation	Harbourside Print Services Ltd
Site or premises address	Unit 3, Riverside Trading Estate, Ipswich IP3
Record date	1 Oct 2026
Person completing the record	K. Adeyemi

This is an organisation-specific planning and exercise record. It is not an ISO 22301 certification, emergency service response plan or guarantee of recovery.

Government guidance treats business continuity as preparation for disruption and recovery of essential activities. Cyber risks also need appropriate management. Set priorities from the organisation's actual dependencies, then exercise and review the arrangements. ISO 22301:2019 (Security and resilience: business continuity management systems) is the reference standard for planning, exercising and reviewing business continuity arrangements. Following it is voluntary unless a contract or regulator requires it.

2. Plan ownership

Plan reference and revision	BCP-HPS-001 revision 4
Plan owner and deputy	Operations director J. Pearce, deputy production manager S. Lowe
Services, locations and exclusions	Order taking, print production and dispatch at the Ipswich unit. Excludes the Colchester sales office, which has its own plan, and payroll, which is outsourced.
Disruption triggers and who can activate the plan	Loss of the building, a power cut expected to last over 2 hours, loss of the print management system, or more than a third of staff absent. The plan owner or deputy activates the plan. Out of hours the duty manager can activate it and must then call the owner.

3. Critical activities

Critical activity 1: Order intake and job scheduling, owner S. Lowe

Service and accountable owner	Order intake and job scheduling, owner S. Lowe
Impact of losing the service	Orders cannot be confirmed. Deadlines for weekly retail clients missed within one working day.

Agreed recovery time target and basis	Within 4 working hours, agreed by the directors at the April review
Tolerable data loss where relevant	No more than one working day of orders
People, premises, suppliers, equipment and information	Hosted print management system, two schedulers, office internet line
Alternative arrangements and minimum resources	Take orders through the shared mailbox and paper job tickets. Two laptops with mobile data kept in the office safe.

Critical activity 2: Digital print production, owner production supervisor A. Rahman

Service and accountable owner	Digital print production, owner production supervisor A. Rahman
Impact of losing the service	Point-of-sale jobs late. Service credits due to clients after 2 days.
Agreed recovery time target and basis	Within 2 working days, based on client contract terms
Tolerable data loss where relevant	Not applicable, artwork held in the print management system
People, premises, suppliers, equipment and information	Two digital presses, trained operators, paper stock, mains power, press service engineer
Alternative arrangements and minimum resources	Reciprocal arrangement with a partner printer in Norwich for urgent jobs, ref MOU-2025-07. Jobs prioritised using the client list in appendix C.

Critical activity 3: Dispatch and courier collections, owner warehouse lead T. Gibbs

Service and accountable owner	Dispatch and courier collections, owner warehouse lead T. Gibbs
Impact of losing the service	Finished work not delivered, customer complaints within a day
Agreed recovery time target and basis	Within 1 working day
People, premises, suppliers, equipment and information	Loading bay, courier account, label printer
Alternative arrangements and minimum resources	Handwritten consignment notes, courier collects from the front gate.
Critical activities	3

4. Response and communications

Initial response and escalation responsibilities	First person aware calls the duty manager. Duty manager makes the site safe, decides whether to activate the plan and calls the plan owner within 30 minutes. The plan owner leads the response team and logs decisions in the incident log.
Role-based contact routes and secure directory reference	Role-based call tree in appendix A. Personal numbers held in the secure directory HPS-DIR-02 on the HR system, printed copy in the grab bag.

Staff, customer and supplier communication arrangements	Staff by group text and team leaders. Key customers called by account managers using the script in appendix D. Suppliers told by the purchasing lead. Website notice approved by the plan owner.
Recovery sequence and verification before return to normal	Restore order intake first, then production, then dispatch. Before returning to normal, run a test job through to dispatch and agree a backlog plan with key customers.

5. Exercise and review

Exercise date	24 Sep 2026
Scenario tested	Tabletop: power cut on a Thursday morning, supply not back until the next day
What worked and what failed	Call tree reached 18 of 20 staff in 25 minutes. The order intake workaround worked. The partner printer number in appendix C was out of date. Nobody knew where the spare laptop chargers were kept.
Plan changes and approval reference	Partner contact updated, chargers added to the grab bag list. Revision 5, change ref BCP-CR-012, approved by J. Pearce on 30 September.
Next review date	31 Mar 2027
Days to next review	181

6. Actions and review

Are further actions required?	Yes

Further action 1: Update the partner printer contact in appendix C. BCP-CR-012.

Action and evidence reference	Update the partner printer contact in appendix C. BCP-CR-012.
Person responsible	K. Adeyemi
Target date	30 Sep 2026
Action status	Completed
Completion evidence	Appendix C updated and number tested by phone on 29 September. Revision 5, page 14.

Further action 2: Issue revision 5 to all team leaders and replace the printed copies.

Action and evidence reference	Issue revision 5 to all team leaders and replace the printed copies.
Person responsible	K. Adeyemi
Target date	9 Oct 2026
Action status	In progress

Further action 3: Get a quote and lead time for generator hire for the press hall.

Action and evidence reference	Get a quote and lead time for generator hire for the press hall.
Person responsible	J. Pearce
Target date	31 Oct 2026
Action status	Open
Actions still open	2
Outstanding limitations and information to pass on	Exercise was tabletop only. Production workarounds have not been tested live. Generator option still open.
Record status	Ready for review
Reviewed by	J. Pearce
Review date	2 Oct 2026
Author signature	

Signing records the information entered. It does not itself certify legal compliance, remove a limitation or authorise unsafe work.