

Business Continuity Plan

EHS-UK Ltd



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Business Name: EHS-UK Ltd

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This Business Continuity Plan (BCP) is an internal operational document that is constantly monitored and updated to reflect our on-going business needs.

The person with overall responsibility for our BCP is Larna Joseph Director

This BCP was last tested on 31 May 2026.

This BCP has been distributed to Director and authorised personnel.

Copies of this BCP are held at company office and secure cloud storage.

Our off-site recovery location is remote working location with access to cloud-based systems.

Our premises were last tested for fire safety on Managed by premises operator.

Our emergency evacuation procedures were last tested on Managed by premises operator.

Our security system was last tested on Managed by premises operator.

Potential Incidents:

It is useful to set out at the beginning of the BCP what all the potential risks to the business are and in each case what the level of risk is. How the business approaches the rest of this BCP will very much depend upon what the perceived level of risk is for each potential incident.

The following potential incidents could impact our business:

- Loss of access to office premises (**Medium Risk**)
- IT system failure, internet outage or cyber incident (**High Risk**)
- Loss of access to cloud-based business data (**High Risk**)
- Key staff absence due to illness or emergency (**Medium Risk**)
- Property emergency affecting managed accommodation (**High Risk**)
- Utility failure (electricity, water or telecommunications) (**Medium Risk**)
- Supplier or contract failure (**Medium Risk**)
- Reputational incident or safeguarding concern (**High Risk**)

Business Impact Analysis:

To prepare your business to cope with the effects of an incident (those listed above), set out below is a Business Impact Analysis (BIA) that identifies a business' key products and services and how each would be impacted in the event of an incident within particular critical time frames.

Key Product(s) & Service(s)	Property Management, Guaranteed Rent Services, Tenant Placements, Property Inspections, Housing Referral services and Landlord Support.
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Effect on Service:

Time Frame	Effect on Service (in the event of a specified disruption)
First hour	Potential interruption to communications and access to records.
First 24 hours	Reduced operational capacity and delays in responding to clients and referrals.
24-48 hours	Temporary disruptions to inspections, onboarding property management activities.
Up to 1 week	Reduced service delivery but core operations maintained through remote working arrangements.
Up to 2 weeks	Backlog of inspections, referrals and administrative functions may occur.
Beyond 2 weeks	Significant operational impact requiring implementation of alternative working arrangements and additional recovery measures.

Resources required for recovery:

Time Frame	Resources Required (staff, documents, IT etc)	Relocation required?
First hour	Mobile phone, laptop, internet access, cloud systems	No
First 24 hours	Access to Microsoft 365, Arthur Advantage, client records and communication systems.	No
24-48 hours	Director oversight, contractor support and remote working facilities	No
Up to 1 week	Alternative workspace if required, access to business records and supplier network	Potentially
Up to 2 weeks	Temporary office facilities and additional administrative support	Yes, if disruptions continue
Beyond 2 weeks	Full recovery plan implementation and relocation to alternative premises	Yes

A Business Impact Analysis such as above will need to be done for each potential incident that the business identifies as the effect on service will be different for each incident.

Recovery Action Plan

Based on the above BIA, the tasks that the business will need to do in order to recover and within what time frame, should be listed here.

Task	Detail	Instructions/Contact Numbers	Completed (?)
First hour <ul style="list-style-type: none">•••	Assess incident and identify impact on business operations	Director to assess situation and activate Business Continuity Plan	
First 24 hours <ul style="list-style-type: none">•••	Ensure staff, clients and stakeholders are safe and informed	Contact via company telephone and email systems	
24-48 hours <ul style="list-style-type: none">•••	Confirm access to cloud systems, email and business records	Microsoft 365, Arthur advantage and secure cloud storage	
Up to 1 week <ul style="list-style-type: none">•••	Move operations to remote working if required	Director responsible for implementation	
Up to 2 weeks <ul style="list-style-type: none">•••	Resume normal services delivery and clear any backlog of work	Prioritise urgent matters and maintain stakeholder communication	
Beyond 2 weeks <ul style="list-style-type: none">•••	Complete recovery and review lessons learned	Update Business Continuity Plan and implement improvements if required	

Key staff – roles & responsibilities

In the event of a specified incident certain key staff should be assigned specific roles & responsibilities. This should be recorded below. In order to make sure that the relevant staff are fully up to date in their assigned role(s), they should receive relevant training and this should also be recorded below.

Name	Role	Responsibility	Date relevant training last received
Larna Joseph	Director	Overall responsibility for business continuity, stakeholder communications and recovery actions	Ongoing CPD and business training

Business contact details – suppliers & customers

Identifying key customers and suppliers is critical to business continuity planning. Their contact details should be set out below.

Supplier/customer	Company	Contact Details
Property Maintenance Contractor	Clear Drains	Details held within company records
Fire door Maintenance and installation	Priory Concept	Details held within company records
Software Provider	Arthur Advantage	Details held within company records
Insurance Provider	Barclays Business Insurance	Details held within company records
Office Provider	Regus	Details held within company records

Alternative Supplier Details

In the event that the supply chain to critical goods is interrupted, the business must be able to quickly identify alternative supply sources. These should be set out below.

Company	Details of goods supplied	Contact Details
Alternative Maintenance Contractor	Property maintenance, plumbing, gas and electrical works	Details held within company records
Alternative Fire Door Contractor	Fire doors inspections and installations	Details held within company records
Alternative Office Provider	Temporary office accommodation	Details held within company records

Other useful telephone numbers (for example utility companies)

In the event of an incident it is useful to have contact details of for example, utility companies, quickly to hand. This will enable the business to get up and moving whether at its own location or a different location as quickly as possible.

Company/Account Details	Contact	Telephone Number(s)
Emergency services	Emergency	999
NHS	NHS 111	111
National Gas Emergency Services	Emergency Line	0800 111 999
Electricity Emergency	Power cut Helpline	0800 31 63 105

Insurance Details

This section of the BCP will help the business focus on whether it has sufficient insurance in place given the nature of the potential incidents it has highlighted at the beginning of the BCP and the details of its policies for when it needs to contact insurers following an incident.

Company	Contact	Telephone Number(s)	Policy Details
Barclays Business Insurance	Customer Services	Details held within company records	Public Liability £6,000,000
Barclays Business Insurance	Customer Services	Details held within company records	Employers Liability £10,000,000
Barclays Business Insurance	Customer Services	Details held within company records	Professional Indemnity £5,000,000
ARAG Legal Expenses	Customer Services	Details held within company records	Business Legal Protection
Barclays Business Insurance	Customer Services	Details held within company records	Cyber and Data Risks Insurance

Back-up information/equipment register

This is one of the key sections of the BCP where the business sets out what information and equipment is critical to the functioning of the business, how that information is stored and backed-up. This register should also list where its Emergency Pack is kept and what it contains.

IT records/back-up details/data location	Microsoft 365, Arthur Advantage and company records backed up to secure cloud storage with password -protected access.
Critical documents records/information location	Insurance documents, contracts, policies, compliance records and business files stored electronically within secure cloud systems and company records
Asset register/inventories/key equipment records	Company laptop, mobile phone, office equipment and software licences recorded and maintained by the Director.
Emergency Pack contents & location	Business Continuity Plan, key supplier details, insurance documents, emergency contact information and access credentials stored securely in cloud storage and accessible remotely

Additional Notes

We will review and update our business continuity plan annually, or sooner if there are significant changes to the business, its operations or its risk profile.

EHS-UK Ltd is committed to maintaining effective business continuity arrangements to ensure the continued delivery of services to landlords, tenants, referral partners and other stakeholders.

The business operates cloud-based systems including Microsoft 365 and Arthur Advantage, enabling remote working and continuity of operations in the event of disruption to office premises.

Key business records, contracts, compliance documentation and client information are stored securely and are accessible to authorised personnel when required.

This plan will be reviewed annually and following any significant incident to ensure it remains effective and appropriate for the needs of the business.