



Property | Maintenance | Fire Safety | Electrical

# **BUSINESS CONTINUITY PLAN**

How GND Group maintains and recovers critical operations

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## Document control

Field	Detail	Field	Detail
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### 1. Purpose and scope

This plan sets out how GND Group will continue to deliver its critical services, and recover normal operations, in the event of a disruption such as the loss of premises, IT systems, key people or suppliers. It covers both trading companies, GND Properties NE Limited and GND Maintenance Limited, and all employees and subcontractors.

The aim is to protect people first, then to maintain the services that clients and residents depend on, in particular reactive fire safety and electrical work where a delay could create a safety risk.

### 2. Invocation and escalation

This plan may be invoked by the Managing Director or, in their absence, the most senior available manager. On becoming aware of a disruption, that person will assess the impact, decide whether to invoke the plan, and lead the response.

1. Ensure the safety of all people and call the emergency services if anyone is at risk.
2. Assess the nature, scale and likely duration of the disruption.
3. Invoke this plan and notify key personnel.
4. Communicate with staff, clients and suppliers as set out in section 7.
5. Implement the relevant recovery actions and log decisions and times.

### 3. Key personnel and responsibilities

Role	Name	Responsibility	Contact
Plan owner / lead	Raheel Deen	Invokes and leads the response, key decisions, external communications	07890906279
Deputy / alternate	Harry Fodden	Acts in the absence of the lead	07415227729
Operations / scheduling	Harry Fodden	Reallocates labour, manages client and site continuity	07441527729
IT / data recovery	Raheel Deen	Restores systems, data and communications	07890906279

### 4. Critical functions and recovery priorities

The following functions are prioritised for recovery. Maximum tolerable downtime is the longest the function can be unavailable before serious harm to people, clients or the business.

Critical function	Max tolerable downtime	Recovery approach
Emergency and safety-critical reactive work (fire, electrical)	Hours	On-call rota, mobile working, subcontract overflow
Live project and planned works delivery	1 to 3 days	Reschedule, redeploy labour, client liaison
Scheduling and dispatch	1 day	Mobile phones, cloud calendar, manual fallback
Communications (phone and email)	Hours	Mobile divert, cloud email, alternative numbers
Payroll and supplier payments	Until next run	Cloud accounting access, bank online, accountant
Records and certification	1 to 3 days	Cloud storage and backup, see section 6

## 5. Disruption scenarios and response

### Loss of premises

If the office or store is unavailable, work will be coordinated remotely using mobile phones and cloud systems. Operatives can work directly from home and site. Stock and tools held off site or in vehicles allow reactive work to continue. An alternative base will be arranged if the disruption is prolonged.

### Loss of IT systems or data

Critical data is held in cloud systems with backup, as set out in section 6. If systems are unavailable, the IT contact restores from backup and staff revert to mobile devices and manual records in the interim. No single device holds the only copy of critical data.

### Cyber incident

In a suspected cyber incident such as ransomware or a serious breach, affected devices are disconnected immediately, the IT contact is engaged, and passwords are changed. A personal data breach is handled under the Data Protection Policy, including reporting to the Information Commissioner's Office within 72 hours where required.

### Loss of key personnel

Key roles have a named alternate, as set out in section 3. Knowledge of live jobs, client contacts and passwords is shared and documented so that no single person is the only holder of critical information. Subcontract resource is used to cover skills gaps where needed.

### Subcontractor or supplier failure

More than one source is maintained for critical materials and labour where practical. If a key subcontractor or supplier fails, work is redirected to an alternative, and affected clients are informed of any impact on programme.

### Loss of utilities or telecommunications

If telephone or internet is lost, calls are diverted to mobiles and cloud email is accessed over mobile data. If the loss affects a client site, the work is rescheduled and the client informed.

### Staff unavailability

In the event of widespread illness or absence, safety-critical and reactive work is prioritised, planned work is rescheduled, and additional subcontract labour is engaged where available.

## 6. Data backup and IT recovery

Critical company data, including client records, certification, financial records and the document suite, is stored in cloud systems with automatic backup. Recovery arrangements and the responsible contact are recorded below.

<b>Cloud systems in use</b>	Microsoft 365, one drive & excel spreadsheets
<b>Backup method and frequency</b>	Microsoft 365

<b>IT support contact</b>	Acorn ICT
<b>Restore responsibility</b>	Ben Kraven

## 7. Emergency contacts

Organisation / role	Name	Contact
Managing Director	Raheel Deen	07890 906279
Insurer / broker	Garry Tweddell	01325 488899
IT support	Ben Kraven	01642 988988
Accountant	DS Accountancy	01642 214243
Bank	Anna Banking	02038 587199
Key client contacts	Harry Fodden	07415 227729
Utilities / landlord	GND properties NE Limited	01429 450457

## 8. Communications

During a disruption, the plan lead is the single point for external communication. Staff will be updated by phone or group message, clients affected by any change to their work will be contacted promptly and honestly, and suppliers and subcontractors will be informed where their involvement is needed. The message will be consistent, factual and measured.

## 9. Testing, review and maintenance

This plan is reviewed at least annually and after any actual disruption, with contact details checked and updated. The plan should be walked through with key personnel so that everyone understands their role before it is ever needed.

Raheel Deen	10.6.26
Signed	Date
Raheel Deen	Managing Director, GND Group