



## CONTINGENCY POLICY

In the event of a fire, flood or any other disaster that would prevent Thames Security Management Services Ltd operating from our offices, the following procedures will be implemented:

1. All key staff, managers and supervisors to make their way to the Hexagon Business Centre in Witney.
2. Telephones to be transferred to control room.
3. C. Appleton to make her way to Witney with the external hard drive which holds all company and client information.
4. Supervisors to inform all security officers of the current situation.
5. Key clients to be informed.
6. All company keys and information relating to mobile patrol contracts to be transferred by the supervisor to Witney.
7. One manager to remain at Cherwell Business Village and update Management at Witney on current situation and when it is safe to return to the premises.



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No:	Problem	Contingency	Review date	Comments	Responsible
1	Unable to use office	Organize replacement offices, transfer telephones, organize staff	Reviewed 01/03/15	Operation to be moved to the Hexagon Center transfer phones	S.Graham, C.Appleton, A.Mepham
2	Computers crash	Back up data regularly and take of site Can be used when required	Reviewed 01/03/15	Sam Berry to Back computers up on a daily basis back up taken off site	Sam Berry
3	Guards not turning up on site/late	Organize replacement or arrange for guard to stay on site until replacement arrives	Reviewed 01/03/15	Guards will stay up to one hour on site and replaced by a SIA licensed Manager	Control Room
4	Guards pay problem	Company will arrange payment by another method	Reviewed 01/03/15	Cheque will be giving to guards with pay problems	C.Appleton
5	Illness within management	Supervisor/MD will cover duties	Reviewed 01/03/15	M.D and supervisors will cover all shortfalls until alternative cover can be arranged	S.Graham C.Appleton A.Mepham
6	Directors cannot agree on serious issue	A member of the investment team will arbitrate and their decision final	Reviewed 01/03/15	Sam Graham is the only TSM director. Director will be advised by his management team	S.Graham
7	Extreme weather conditions/ staff unable to get to work	Office staff to work from home, can staff on site stay on until replacement guard found	Reviewed 01/03/15	Company 4x4 will attempt to get all officers to site ,guards waiting for relief will stay till relief arrives	Clients Control Room Mobile Patrol
8	Shortage of manpower	Contact personnel on your records, Use surplus Personnel including Directors and all employees.	Reviewed 01/03/15	Build a bank of ad-hoc staff, call staff on rest days , Director too cover and any SIA licenced managers	A.Mepham

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Mr. S Graham

Managing Director