

Business Continuity Policy - **Swallow Hill Homes Limited**

1. Policy Statement

Swallow Hill Homes Limited recognizes that business continuity is essential to maintaining our reputation and fulfilling our contractual obligations. This policy outlines our framework for identifying risks to our operations and establishing strategies to ensure that, in the event of an incident, we can maintain, recover, and resume our critical business activities with minimal disruption to our clients and projects.

2. Scope

This policy applies to all business activities, including construction site operations, administrative offices, and digital systems. It specifically addresses potential threats such as:

- Severe weather or site damage.
- Loss of key personnel or critical subcontractors.
- IT or digital communication failure.
- Supply chain disruption.
- Pandemic or public health crises.

3. Our Continuity Strategy

We adopt a proactive approach to resilience based on the following key pillars:

- **Risk Identification & Mitigation:** We regularly review operational risks. We maintain robust site security, keep essential materials stored securely, and utilize reliable, reputable subcontractors to avoid single points of failure.
- **Data Resilience:** We utilize cloud-based storage for project documentation, site plans, and financial records. This ensures that even if our office or equipment is inaccessible, our "live" project data remains secure and retrievable.
- **Emergency Communication:** We maintain up-to-date contact lists for all staff, clients, and key suppliers. In the event of an incident, we prioritize direct communication to manage expectations and provide timely updates.
- **Operational Agility:** We retain flexibility in our resourcing. By maintaining a network of trusted, vetted subcontractors, we can reallocate resources if a specific trade or supply partner becomes unavailable.
- **Site Recovery:** In the event of a site-specific incident, the Site Manager is responsible for securing the site to prevent further damage, contacting the emergency services (where required), and notifying the Director immediately to activate the recovery plan.

4. Incident Response Roles

- **Director (Rob Bailey):** Acts as the Incident Coordinator. Responsible for overall decision-making, client communication, and final sign-off on recovery plans.



Swallow Hill Homes Limited

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- **Site Management:** Responsible for the immediate safety of the site, damage control, and reporting specific operational impacts to the Director.
- **Employees/Subcontractors:** Responsible for following safe working practices, reporting incidents immediately, and supporting the recovery efforts as directed.

5. Testing & Review

We review this policy annually to ensure our contact details, risk assessments, and recovery procedures remain current. We treat "near-misses" and minor operational issues as opportunities to refine our continuity measures.

Date: 27 July 2026

Signed: *R Bailey* (Director)

Date: 27/7/2026