

COVID – 19

Phidex Consulting Limited; Business Continuity Plan

Version 1.0, dated 11 March 2020

Introduction to Phidex's Business Continuity Plan

Phidex Consulting Ltd is growing SME which relies not only on its software applications but also on its team of consultants, analysts and data technicians. As such, a critical component of our strategic planning has always been to ensure all roles, consultancy and IT services and deliverables are fully transferable within the team in case of planned or unplanned resource or technical constraints. This is standard business practice for Phidex, and stands us in good stead as we confront the COVID-19 outbreak that may affect everyone.

Phidex's Clients are located around the country, and although there is a measurable benefit in us being on-site for at least part of the time working as part of our Clients' internal structure, we do spend a significant amount of time working remotely both on Client engagements and Phidex internal projects.

Our staff are all set up to work from home and have full, secure access to the Phidex central network and our cloud applications, and not dependent on being on-site at our Edgbaston head office. The staff also have secure remote access to Client networks where this has been approved.

Meetings are typically virtual, using Teams / Skype for Business, which is necessary when the Phidex and Client teams span the country.

Being a part of a well structured energy industry and providing services for our multi-national corporate Client organisations, the Phidex consultants are fortunate enough to be privy to numerous risk mitigation plans. COVID-19 is an example where our on-site Clients will communicate advice and instructions from numerous Client organisations on a daily basis as well as advice and information from national media and Government sources.

In the event of the COVID-19 situation worsening, risking widespread public health issues including unplanned leave from Phidex team members and/or a requirement to lock-down, our assessment is that we have sufficient resource in numerous geographical locations with the ability to delegate technical and specialist consultancy roles to maintain business continuity.

Business Continuity Plan

Phidex responsibility for communicating the risk of COVID-19 and mitigating risks of infection.

- Regular communication is sent to Phidex staff (directly from Phidex Management team and Clients' corporate comms) with regards to the emerging COVID-19 situation along with up-to-date advice and guidance on avoidance and treatment of the virus. All staff are fully informed and compliant with Public Health England and client specific guidance on avoiding exposure as far as is reasonably possible and for appropriate responses to any symptoms of COVID-19.
- All Phidex team members have been issued with a questionnaire with regards to COVID-19 as part of our internal risk assessment policy. All team members have responded with no risks identified.
- All Phidex staff fully comply with Client guidance in regards to COVID-19 and other wellbeing related issues.
- COVID-19 is an agenda item at the next Phidex Operational Meeting where we will brief the team, update them on business continuity plans and assess the current risk levels. This will remain an agenda item until the situation has been down-graded with regards to Public Health England's level of risk.
- Until the situation changes and alternate advice is provided, Phidex consultants will continue to operate as usual, including internal travel to Client offices. Phidex and its Clients recognise the benefit of face to face interactions and will continue to optimise our services in this working practice until advice changes.
- Up to date advice from Gov.uk can be found [here](#), detailing lists of high risk areas, instructions on preventative measures, hand-washing guidance and self-isolation advice.
- Staff have been strongly requested not to travel to high risk areas nor knowingly come into contact with those who have returned from a high risk area in the last 3 weeks, or individuals who have been tested positive or are showing symptoms of COVID-19. If there is any evidence of exposure, or if a team member shows symptoms of COVID-19, they will be instructed to self-isolate and not attend any face-to-face internal or Client engagements for a minimum of 14 days.

Phidex Internal Policy for Business Continuity

- Phidex IT Systems are cloud hosted and remotely accessible, meaning physical access to a single location is not required to maintain our technical services.
- All consulting staff have remote access to Phidex systems as well as Client systems, where this has been provided, meaning delivery of services is not dependent on physical travel to a single location.
- Where consulting services is dependent on access to Client systems and remote access has not been granted, this request has been made and is in progress.
- All consulting staff are set up with an adequate work from home environment and have been informed that, in the event of self-isolation, lock-down or by following sensible precautionary measures, business can continue without risk to the individuals' occupational health.
- All Phidex internal and Client deliverables have an established role defining 'delegation of responsibilities' in case of unplanned leave. This means that there are at least two team members who have access/permissions and capability to deliver on a Client commitment.

Evolution of Business Continuity Plans

- As COVID-19 is still an emerging situation, this business continuity plan may change. The plan and any updated plan is available to share with Clients upon request.

Term

- It is expected that this plan will be in place for a minimum of 6 months and will remain enforced until the threat of COVID-19 is downgraded by Public Health England to an acceptable level.