




Business Continuity Plan

COVID-19

	Name	Signature	Position	Date
Approved by	Richard Hupe		Managing Director	16/03/2020

Revision History

Revision	Date	Description	By
1	16/03/2020	Initial review and approval	Richard Hupe
2	17/03/2020	Updates after government advice	Richard Hupe
3	11/05/2020	Updated after government advice	Richard Hupe

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1 DOCUMENT OUTLINE

This document outlines B-Cam Ltd.'s readiness to ensure appropriate measures are taken to avoid any major impact on services provided by B-Cam Ltd. to its clients and its commitment towards the employees. B-Cam Ltd. has assessed the critical operation plan and has revised the same considering the situation which has arisen by COVID-19.

Following are the steps taken as a part of Proactive and Reactive measures to handle the probable situation of COVID-19.

2 PROACTIVE:

2.1 Employee Awareness:

Regular employee awareness emails and sessions are carried out to ensure employees are aware about the COVID-19 precautions and hygiene requirements.

2.2 Travel Quarantine:

In case any employee has travelled overseas or from highly infected zone, they are instructed to Work from Home for 14 days to ensure there are no symptoms of COVID-19 detected in the employee. Further, they are requested to produce medical check-up certificate from government approved facilities stating they are not infected by COVID-19.

2.3 Office Sanitization:

B-Cam Ltd. will ensure all premises are disinfected on weekly basis to maintain highest level of office hygiene for the safety of employees.

UPDATE: B-Cam Ltd. will do a basic disinfecting of all offices on a daily basis. This will include door handles, desks, chairs and equipment used.

Sanitizers: Adequate amount of alcoholic Sanitizer dispensers are placed at all the premises such that they are easily visible and accessible to all the employees.

2.4 Equipment Sanitization:

B-Cam Ltd will disinfect all equipment which is received in the office to ensure the safety of our staff. B-Cam Ltd will also disinfect all equipment being dispatched to customers to ensure that there is no potential for contamination. The disinfecting will be done with alcohol wipes or anti-bacterial spray.

3 REACTIVE:

3.1 Work from Home Policy:

In case of any major spread in the region affecting B-Cam Ltd.'s operations, B-Cam Ltd would invoke Work from Home and BYOD policies to ensure client deliverables and support processes are not impacted.

4 PLAN OF ACTION

To stop the spread of the virus, B-Cam Ltd. Is going to implement a 2-day office working week. This will consist of staff attending the office on Monday and Thursday to fix hardware and to send out equipment.

If customers require immediate action on hardware, they will need to give B-Cam Ltd 24 hours' notice.

Tuesday, Wednesday and Friday will be set as days to work from home, where the normal remote support will be implemented. This will not affect callouts in the case that this is required, but this will be assessed on location and possibility of infection.

All meetings are to be done via remote conferencing tools (RingCentral, Teams or Skype are advised) where possible.

UPDATE:

Callouts are only to be set for P1 (critical) issues during the coming months:

Critical	<ul style="list-style-type: none">• A Key Service has failed or is degraded affecting all users• A service is at risk owing to a threat or potential event (e.g. critical footage upload failure)• Significant risk may result from the incident• Critical deadline(s) are at risk and no workaround is available to the customer(s)
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UPDATE: All B-Cam staff are to work from home until further advice is given. For repairs and equipment dispatching, staff will attend office twice a week. This will be Monday and Thursday.

Where possible, we will ask customers to send equipment directly to home addresses (if essential tools are available) for a quicker turnaround.

For staff which need to attend the office, a face mask is to be provided.