

New Zealand Business Continuity Plan

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REFERENCES AND RELATED DOCUMENTS

Ref	Document Title
HS08P	Emergency Management Procedure
QM11P	Corrective Actions Procedure
HS09P	Incident Management Procedure
IT08P	Disaster Recovery Plan

AMENDMENT RECORD

Rev	Date	Amendment description	Name
A	13/06/2017	Original Issue	Irena Hunter
B	13/06/2017	Annual Review - Change of Marketing contact	Irena Hunter
C	28/02/2018	Change of address to alternate site	Irena Hunter
D	01/02/2020	Pandemic Business Risk update	Irena Hunter

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1.0 PURPOSE

The purpose of the Business Continuity Plan is to coordinate recovery of critical business functions in managing and supporting the business recovery in the event of a facilities (office building) disruption or disaster. This can include short or long-term disasters or other disruptions, such as *fires, floods, earthquakes, explosions, terrorism, extended power interruptions, loss of IT Systems/Telecommunications, loss of staff due to pandemics* and other natural or man-made disasters.

A disaster is defined as any event that renders a business facility inoperable or unusable so that it interferes with the organisation's ability to deliver essential business services.

2.0 SCOPE

The Business Continuity Plan is limited in scope to recovery and business continuance from a serious disruption in activities due to non-availability of Zenith Interiors' facilities. The Business Continuity Plan includes procedures for all phases of recovery as defined in this document.

This plan is separate from the Disaster Recovery Plan, which focuses on the recovery of technology facilities and platforms, such as critical applications, databases, servers or other required technology infrastructure. Unless otherwise modified, this plan does not address temporary interruptions of day to day operational problems. Procedures for dealing with emergencies [such as bomb threat, chemical spill or fire] are addressed in the company's Emergency Management Procedure.

3.0 ASSUMPTIONS

- Key people[Managers/BCP/Recovery Team Members] will be available following a disaster
- A national disaster, such as war, is beyond the scope of this plan
- All vital records are stored in a secure off-site location and not only survived the disaster but are accessible immediately following the disaster

4.0 RISK ASSESSMENT

Risk assessment			
Business risk	<i>[Describe a risk to your business and its potential impact. For example, bushfire destroys warehouse and stock]</i>		
Impact	<i>[high, medium or low]</i>	Likelihood	<i>[highly likely, likely, unlikely or very unlikely]</i>
Recovery Time Objective	<i>The RTO is the time from which you declare a crisis/disaster to the time that the critical business function must be fully operational in order to avoid serious financial loss</i>		
Mitigation strategy	<i>[What will you do to reduce or minimise this potential risk to your business. For example, ensure there is a firebreak around the warehouse by trimming branches, clearing rubbish and laying gravel; have contents insurance that covers bushfire]</i>		
Contingency plan	<i>[What is your contingency plan if the risk arises? For example, have a second warehouse, store some stock in an offsite location]</i>		

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Business risk 1	Loss of Staff [pandemic]		
Impact	Moderate	Likelihood	Likely
Recovery Time Objective	Within 48 hours of the incident		
Mitigation strategy	<p>Zenith Action Plan Government Guidelines We strongly recommend that our staff follow the Department of Health advice and recommend that all our staff read and are aware of those guidelines www.covid19.govt.nz</p> <p>Workplace Hygiene Cleaning regimes for all State office and Project site bathrooms, food consumption and common areas are to be reviewed with regards to frequency and nature of cleaning practices. Food preparation and consumption areas such as tables, benchtops, appliances etc are to be regularly wiped down with the use of food safe antibacterial cleaning products.</p> <p>Travel Business Travel: In accordance with the ZENITH Travel Policy, business travel should be limited to meetings / activities that require face to face in person interactions. Zenith video conferencing facilities are to be used whenever possible in lieu of travel.</p> <p>Business Travel: Business travel is to be restricted to travel that has been approved by Managing Director/CEO Greg McDonell.</p> <p>International Personal Travel: In the interests of the health and wellbeing of yourself and others, Zenith requests that any employees taking international travel from now, and until further notice, advise your manager of your travel destination/s and return dates. This is to help Zenith consider if an individual employee health management plan is required to support your return to work.</p> <p>Contact with International Travellers: If you have been in direct contact, or plan to be in direct contact, with international travellers (family / friends / acquaintances, etc) that are under self-imposed Coronavirus quarantine, or who have displayed any cold or flu- like symptoms since the 15/2/20 to contact your manager so as an employee health management plan can be considered.</p> <p>Personal Health and Wellbeing For the health and wellbeing of yourself and others, Zenith requests that employees that are displaying cold or flu-like symptoms to:</p> <ul style="list-style-type: none"> • Seek medical advice as soon as reasonably practical. • Contact your direct manager for further support and to advise of the situation. • Stay at home until you have recovered from the condition. https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html <p>Subcontractors & Suppliers We are requesting that you implement procedures to ensure that all contractors or suppliers to Zenith visiting our workplaces (depots, offices, worksites and including our</p>		

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	<p>rollingstock fleet) follow mandated requirements issued by respective government health authorities:</p> <ul style="list-style-type: none"> Individuals who have visited or transited through high risk countries as advised by the New Zealand Government may not enter any Zenith workplace during their government mandated isolation period, and they have no signs or symptoms consistent with COVID-19 infection. Individuals who have visited moderate risk countries as advised by the New Zealand Government must follow the advice of the Department of Health before visiting any Zenith workplace. Individuals who have been in close contact with a confirmed case of COVID-19 may not enter any Zenith workplace during their government mandated isolation period, and they have no signs or symptoms consistent with COVID-19 infection. <p>In addition, any contractors or suppliers who are displaying flu-like symptoms such as coughing, sore throat and fatigue or shortness of breath should not visit any Zenith workplaces and should, in the current circumstances, seek appropriate medical advice.</p>		
Contingency plan	<p>Explore alternate staff resource options, ie labour hire etc. Ensure back-up staff are cross-trained and utilised for key roles [eg succession planning, skills sharing]. Increase capacity of remote access facilities</p>		
<u>Business risk 2</u>	Loss of Manufacturing [fire, flood, explosion, machine breakdown etc]		
Impact	High	Likelihood	Unlikely
Recovery Time Objective	Within 24 hours of the incident		
Mitigation strategy	<p>Ensure adequate insurance cover in place and temporary alternate location is available for relocation of manufacturing facility and staff. Conduct annual inspections of office/building and ensure regular maintenance is carried out in accordance with the maintenance schedule.</p>		
Contingency plan	<p>Relocation to alternate location. Assign Work In Progress (WIP) job orders to Zenith China, Zenith Australia and/or authorised Suppliers and Contractors. Staff equipped to work from home may be assigned to continue to work at home.</p>		
<u>Business risk 3</u>	Loss of Warehouse and Logistics [fire, flood, explosion etc]		
Impact	High	Likelihood	Unlikely
Recovery Time Objective	Within 24 hours of the incident		
Mitigation strategy	<p>Ensure adequate insurance cover in place and temporary alternate location is available for relocation of raw materials and finished goods. Conduct annual inspections of warehouse.</p>		

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Contingency plan	Retain sufficient minimum order quantities (MOQ) of raw materials and finished product. Relocation to alternate location. Assign Work In Progress (WIP) job orders to Zenith China, Zenith Australia and/or authorised Suppliers and Contractors.		
Business risk 4	Loss of Vital Records		
Impact	Low	Likelihood	Very Unlikely
Recovery Time Objective	Within 48 hours of incident		
Mitigation strategy	Ensure all documents/records are saved on server Ensure backups are regularly maintained by 3 rd party off premises For paper records, scan and store electronically on server		
Contingency plan	Restore information from back-up [refer Disaster Recovery Plan]		
Business risk 5	Loss of Systems/Telecommunications		
Impact	Low	Likelihood	Unlikely
Recovery Time Objective	Within 48 hours of incident		
Mitigation strategy	Developed IT Disaster Recovery Plan		
Contingency plan	Work from systems at other office site/s or virtual office set up. Use alternative communication vehicles where email services are unavailable [eg private email/mobile phone/iPad]. Set up phone diversion to mobiles through supplier		
Business risk 6	Loss of Third Party Supplier/Subcontractor/Transport		
Impact	Low	Likelihood	Unlikely
Recovery Time Objective	Within 48 hours of incident		
Mitigation strategy	Ensure good working relationship with multiple alternate suppliers/subcontractors		
Contingency plan	Purchase from alternate supplier/subcontractor and/or use suitable substitute products		

5.0 CONTINUITY/RECOVERY PROCEDURES

Invoking the Plan

This plan becomes effective when a disaster occurs [as outlined in Section 1 of this plan] and will remain in effect until operations are resumed at the original location, or a replacement location and control is returned to the appropriate functional state or all operations are back to being fully operational.

The Team Leader is responsible for declaring a disaster. Because of the significance, disruption and cost of declaring a disaster, appropriate facts should be gathered and considered before making the decision to declare a disaster.

If there is damage to the building or if it must be evacuated, the Emergency Management Procedure [HS08P] is to be followed.

Incident Reporting

All incidents are to be completed via OnBase using the Incident Report Form as early as possible. Refer to the Incident Management Procedure [HS09P].

Recovery Strategies

Risk 1	Loss of Staff [Pandemic]	
Task	Responsible	
<ul style="list-style-type: none"> ▪ Assess staffing levels and rearrange existing staff to cover shortage areas that have required key skills and knowledge ▪ Request trained personnel from other branches ▪ Identify contractor staffing options that may supplement staffing needs ▪ Source staff through labour hire/recruitment agencies ▪ Organise office cleaning to be escalated during the pandemic period. Recovery Team should ensure that subcontractors have adequate preparations for this requirement ▪ Filters of the air conditioning to be cleaned and anti-bacterial solution applied ▪ Communicate to staff regarding pandemic status 	General Manager	
	HR	
	HR	
	HR	
	HR	

Risk 2	Loss of Manufacturing	
Task	Responsible	
<ul style="list-style-type: none"> ▪ Contact Emergency Services ▪ Quickly assess the situation to determine whether to immediately evacuate the building or not, depending upon the nature of the disaster, the extent of the damage and the potential for additional danger. ▪ Quickly assess whether any personnel in your surrounding area are injured and need medical attention. ▪ If appropriate, evacuate the building as per the Emergency Management procedure HS08P. ▪ Communicate the Recovery Team to determine responsibilities and tasks to be performed ▪ Communicate to employees to assemble at either alternate site or establish working from home 	Operations Manager	Team Leader

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<ul style="list-style-type: none"> ▪ If allowed access to the primary site, retrieve any other materials or equipment required to operate key functions ▪ Organise rerouting of telephone communications to alternate sites or to mobiles ▪ Contact Insurance broker ▪ Establish communications to customers to notify them of the disaster situation ▪ Review the jobs in the order system, determine the quantities required, compare the quantities available in the finished goods area of the Warehouse and/or Zenith China and Zenith Australia ▪ Ascertain whether product needs to be air freighted or sea freighted to the Warehouse ▪ Assign Zenith China and Zenith Australia to commence manufacturing should the job orders in Pronto are requiring delivery to the customer over a period where the Manukau manufacturing plant will not be up and running in time. ▪ Contact suppliers/contractors to understand their production utilisation and ascertain if they can commence work for Zenith 	<p>HR</p> <p>Recovery Team</p> <p>IT</p> <p>Marketing</p> <p>Operations Manager</p> <p>General Manager / Operations Manager</p> <p>Operations Manager</p>
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Risk 3	Loss of Warehouse & Logistics	
Business Recovery Strategy		
Task	Responsible	
<ul style="list-style-type: none"> ▪ Contact Emergency Services ▪ Quickly assess the situation to determine whether to immediately evacuate the building or not, depending upon the nature of the disaster, the extent of the damage and the potential for additional danger. ▪ Quickly assess whether any personnel in your surrounding area are injured and need medical attention. ▪ If appropriate, evacuate the building as per the Emergency Management procedure HS08P. ▪ Communicate the Recovery Team to determine responsibilities and tasks to be performed ▪ Communicate to employees to assemble at either alternate site or establish working from home ▪ If allowed access to the primary site, retrieve any other raw materials and finished goods and transport them to another warehouse facility ▪ Organise rerouting of telephone communications to alternate sites or to mobiles ▪ Contact Insurance broker ▪ Establish communications to customers to notify them of the disaster situation ▪ Review the jobs in the order system, determine the quantities required, compare the quantities available in the warehouse ▪ Ascertain whether product needs to be air freighted or sea freighted from Zenith China or Zenith Australia to the temporary Auckland Warehouse ▪ Assign Zenith China and Zenith Australia to commence manufacturing should the job orders in Pronto are requiring delivery to the customer over a period where the Manukau manufacturing plant will not be up and running in time. ▪ Contact suppliers/contractors to understand their production utilisation and ascertain if they can commence work for Zenith 	<p>Operations Manager Team Leader</p> <p>IT</p> <p>Marketing</p> <p>Operations Manager</p> <p>General Manager / Operations Manager</p>	

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<ul style="list-style-type: none"> Notify transport company of change to pick up address 	Operations Manager
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Risk 4	Loss of Vital Records	
Business Recovery Strategy		
Task	Responsible	
<ul style="list-style-type: none"> As all vital records are stored on the company's server, it is highly unlikely that any records are lost due to the comprehensive protection provided by our IT providers. If however, there was a loss occurred, backup would be obtained and restored 	IT	

Risk 5	Loss of Systems/Telecommunications	
Business Recovery Strategy		
Task	Responsible	
<ul style="list-style-type: none"> Contact Yvonne Berridge for update regarding reason for loss and expected duration of outage Consider relocation of key employees to alternate locations during outage or assign workers to work from home and access computer system via VPN Set up automatic call diversion if telecommunications are lost by calling IP Voice and leaving message on main number for any calls coming to switchboard Notify clients of possible service delays Update staff as systems become available 	Team Leader General Manager IT Marketing HR	

Risk 6	Supplier/Subcontractor Failure – Loss of External Supplier/Subcontractor (Disaster)	
Business Recovery Strategy		
Task	Responsible	
<ul style="list-style-type: none"> If the supplier failure is due to a disaster at supplier's facilities: <ul style="list-style-type: none"> Determine if the supplier has sufficient recovery plans in place. Determine the status of the supplier's recovery. If the supplier is unable to recover in a sufficient amount of time, investigate the availability of an alternate supplier Notify clients of possible service delays 	Operations Manager Marketing	

6.0 INSURANCE DETAILS

Insurance	
Insurance type	Industrial Special Risk [Property]
Policy coverage	Physical loss, destruction or damage to the Property Insured as a result of a peril not otherwise excluded in the policy.
Policy Number	996097307IAR [Allianz Australia]
Insurance company contact	Michael Hazra Principal

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	Marsh Pty Ltd ABN 86 004 651 512 One International Towers Sydney 100 Barangaroo Avenue SYDNEY NSW 2000 PO Box H176 AUSTRALIA SQUARE NSW 1215 PH 02 8864 8657 michael.hazra@marsh.com
Insurance type	Workers Compensation
Policy coverage	The full amount of the employer's liability under the Workplace Injury, Rehabilitation and Compensation Act 2013
Policy Number	5309816
Insurance company contact	CGU p: 1800 066 204

7.0 COMMUNICATION AND MARKETING STRATEGY

In the event of a disruption, it is critical that stakeholders are effectively engaged and made aware of the disruption and the relevant business continuity strategies in place.

The Marketing department is responsible for implementing the communication strategy.

Stakeholder	Method of communication	Frequency	Notes
Internal staff members	Internal emails	Daily	After one month, consider weekly internal emails
Suppliers	Phone Call	Initial	Notify supplier of initial disruption by phone call.
	Email	Weekly	Subsequent updates can be sent by email
Clients	Email	Initial, final and as required	Notify client of possible delays to service
	Website		Update social media/website to reflect disaster status and any changes to address/phone numbers.
	Social media - Facebook, Twitter, LinkedIn		

On resolution of the disruption, the Marketing team is responsible for notifying the above stakeholders of the resumption of normal business processes.

8.0 BUSINESS CONTINUITY TEAM

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Name/Role	Role/Responsibility	Email/Phone
Greg McDonell Team Leader	<ul style="list-style-type: none"> Ensure BCP has been activated; Determine the need for and activate the use of an alternate operation site; Communicate with other key stakeholders as needed 	Greg.McDonell@interiorco.com 0414 399 725
Yvonne Berridge		Yvonne.berridge@Zenithinteriors.com +64 21 808 745
Jacqui Robertson IT Manager	<ul style="list-style-type: none"> Establishing how people can continue to work and providing tools required. 	Jacqui.Robertson@interiorco.com 0400 225 870
Maria Pavlova HR	<ul style="list-style-type: none"> Communication to employees regarding information about reporting to work. To account for the whereabouts and well being of all staff 	Maria.Pavlova@formulainteriors.com.au 0466 524 325
Ammie Marshall Marketing	<ul style="list-style-type: none"> Co-ordinate communication with all external parties, Clients and stakeholders regarding alternate site and continuity of service Update website at regular interval 	Ammie.Marshall@zenithinteriors.com 0434 565 881
John Nicholson IT Consultant	<ul style="list-style-type: none"> Initial assessment of IT for company Comms reinstatement Ensure IT Disaster Recovery Plan is expedited effectively 	John.nicholson@project3it.com.au 0410 529 826

9.0 RECOVERY CONTACTS

Essential contacts		
Contact type	Organisation name	Person and contact details
Life threatening emergencies	Fire/Police/Ambulance	Phone 111
Civil Defence		Phone 111
Insurance	Marsh Brokers	+02 8864 8888
Bank	Westpac	
Telecommunications	One NZ	0800 900 888
Electricity	Meridan Energy Ltd.	0800 101 810

10.0 RECOVERY CHECKLIST

Following a disaster, please use this checklist to help monitor the recovery of the business following a disaster event.

Damage assessment

<input type="checkbox"/>	List details of any injured people, including staff, customers, and other members of the public.
<input type="checkbox"/>	List the details of any damage to buildings, equipment, company vehicles and stock.
<input type="checkbox"/>	Record or photograph damage to your premises, fixtures, vehicles, stock and equipment.
<input type="checkbox"/>	List any impact on your business functions.
<input type="checkbox"/>	Predict any damage to your business' reputation or likely downturn in patronage due to the perception that the company is closed for business.

Keep your staff informed and up to date

<input type="checkbox"/>	Meet with and debrief staff within 24 – 48 hours of the crisis. If you can't do this or your business premises is affected and closed, be sure to make contact with each of your staff members to alert them of the situation and allow them to react and ask questions.
<input type="checkbox"/>	Keep staff informed through the recovery process.
<input type="checkbox"/>	Advise staff about colleagues who may be injured or badly affected by the disaster.
<input type="checkbox"/>	Keep staff informed about what is expected of them, whether they are required to work and if not, when work is likely to resume.
<input type="checkbox"/>	Reassure staff about job security.

Seek help

<input type="checkbox"/>	Contact your insurance company to make a claim (before you begin cleaning up and removing damaged goods, etc.)
<input type="checkbox"/>	Consider the types of government assistance that may be available to help your business recover. Depending on the disaster, this could include initiatives such as clean-up and recovery grants and low interest loans.
<input type="checkbox"/>	Consider support that may be available from banks and other businesses.
<input type="checkbox"/>	Consider any other grants, support services or disaster assistance that may be available to your business following a disaster.

Seek help	
<input type="checkbox"/>	If appropriate, contact the New Zealand Taxation Office to find out about assistance available for individuals and businesses that have been affected by natural disasters. They may be able to fast-track your refund or give you extra time to pay debts, meet activity statement, income tax and other lodgement obligations.
<input type="checkbox"/>	Consider whether you would like to discuss any stress or emotional trauma you may be experiencing.

Review your recovery and learn from experience	
<input type="checkbox"/>	Record what you have learned from the disaster event.
<input type="checkbox"/>	Review and update the business continuity plan.
<input type="checkbox"/>	Consider key lessons learned and what went well and what did not.

11.0 EXERCISE, TRAINING & REVIEW

The BCP will be reviewed annually to ensure all positions, structures and business functions remain accurate.

A BCP awareness training will be conducted for all personnel once a year. For new starters, this training will be conducted as part of the induction programme.

At a minimum, an exercise is to be conducted annually. This may be carried out nationally, such as a scenario-based walkthrough of the plan or a tabletop exercise or in a practice involving the actual mobilisation of resources to carry out business continuity activities.

The aims of these exercises are to:

- Ensure the plan is current, proven and maintained by the people need to to use then when an incident occurs;
- Provide an opportunity for Zenith personnel to rehearse the plan in order bo build familiarity with the responde actions, develop effective team work and instil confidence;
- Assess and validate Zenith’s business continuity capability in responding to an actual incident;
- Identify shortcomings in Zenith’s business continuity strategies and plans so that corrective actions can be taken.

Any issues identified will be recorded as Corrective Actions and monitored, reviewed and completed as per the Corrective Actions Procedure [QM11P].

12.0 APPENDICES

Recovery services contacts	
Useful websites	
General recovery advice	Business.govt.nz

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Recovery services contacts	
	For recovery advice search for <i>Succession planning, emergency management and recovery and emergencies and natural disasters.</i>
Tax assistance	Tax Office www.ird.govt.nz
Employment conditions during a natural disaster	www.employment.govt.nz
Emotional health and well-being	
The Salvation Army	0800 53 0000
Lifeline	0800 54 3354
Suicide Helpline	0508 828 865
Samaritans	0800 726 666
Health line	0800 611 116
Family Services 211 helpline	0800 211 211