

Leaflet Distribution Services Limited

Business Continuity Plan

Leaflet Distribution Services Limited is committed to ensuring continuity in all aspects of its business functions should the unexpected occur. By being prepared with an emergency plan LDS is confident that all our clients will not experience any loss or reduction in the customer service levels that we currently offer.

There are several issues that could affect the service that LDS offers its clients and also staff which are listed in order of severity below:

1. Fire at the office with permanent loss of premises
2. Loss of premises through flood or theft
3. Telephony failure
4. Utility failure
5. IT Failure – loss of data
6. Transport accident
7. Staffing issues

The following procedures and actions have been put in place to ensure minimal disruption to the service that LDS offers its clients.

1. Fire at the office with permanent loss of premises - LDS has an agreement in place with a fully managed office suite within 500 yards of its current location that will be available immediately should a loss of the office occur. This will ensure no travel disruption to its staff in attending a fully set up working environment.

The LDS phone number will be diverted via BT to the new temporary number/mobiles to provide a short term telephony solution.

Every night the LDS hard drive data is securely backed up and removed from site to ensure that the data is available at an alternative location with no delay. Portable laptops are set up and ready to be used and held off site awaiting the relevant remote back up data should the office and computer system be unavailable.

The LDS email service is managed remotely and a connection already enabled on all the portable laptops to ensure client interaction is seamless.

The above actions will ensure that the LDS business operation is fully operational with full customer service with no significant delays whilst a permanent office location is sought.

2. Loss of premises through flood or theft - LDS has an agreement in place with a fully managed office suite within 500 yards of its current location that will be available immediately should a loss of the office occur. This will ensure no travel disruption to its staff in attending a fully set up working environment.

The LDS phone number will be diverted via BT to the new temporary number/mobiles to provide a short term telephony solution.

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The LDS email service is managed remotely and a connection already enabled on all the portable laptops to ensure client interaction is seamless.

The above actions will ensure that the LDS business operation is fully operational with full customer service with no significant delays whilst a permanent office location is sought.

3. Telephony failure - The LDS phone number will be diverted via BT to the new temporary number/mobiles to provide a short term telephony solution whilst the phone fault is identified and repaired.

4. Utility failure - If the utility failure is not fixed within the hour then LDS has an agreement in place with a fully managed office suite within 500 yards of its current location that will be available immediately should the office be temporarily unoperational. This will ensure no travel delay to its staff in attending a fully set up working environment.

The LDS phone number will be diverted via BT to the new temporary number/mobiles to provide a short term telephony solution.

Every night the LDS hard drive data is securely backed up and removed from site to ensure that the data is available at an alternative location with no delay. Portable laptops are set up and ready to be used and held off site awaiting the relevant remote back up data should the office and computer system be unavailable.

The LDS email service is managed remotely and a connection already enabled on all the portable laptops to ensure client interaction is seamless.

The above actions will ensure that the LDS business operation is fully operational with full customer service with no significant delays whilst the utility failure is resolved.

5. IT Failure – loss of data - Every night the LDS hard drive data is securely backed up and removed from site to ensure that the data is available should the main LDS office server fail. The hard drive can be plugged into the office computers to ensure full access to the relevant data files to ensure business continuity.

6. Transport accident - LDS has an agreement in place with a national transport company should a transport accident occur whilst customer stock is being delivered to a delivery location. This will ensure the stock can be collected and delivered. If the transport accident results in loss of stock then LDS has the relevant insurance policy in place to cover any losses incurred.

7. Staffing issues - LDS has a bank of local employment agencies on hand should a vacancy arise or temporary staff are required to ensure the LDS office can be fully manned at all times.

Managing Director



Registered in
England & Wales
Number 6516137.

Address: LDS Limited,
9 Hurricane Court,
Liverpool International
Business Park,
Estuary Boulevard,
Liverpool, L24 8RL

Telephone: + 44 (0)845 077 2847
Fax: + 44 (0)845 077 2848
Web: www.ldslimited.co.uk
Email: info@ldslimited.co.uk