

Business Continuity Policy

Arthian maintains an **integrated quality, environment, health and safety, information security and business continuity management system** (integrated management system - IMS) registered to ISO 9001 (quality), ISO 14001 (environment) and ISO 45001 (health and safety) management standards approved through UKAS certification body, NQA Ltd. Our IMS also meets the key elements of the ISO 22301 (business continuity) and 27001 (information security) standards. The scope of this policy applies to Arthian services across our staffed offices.



To enhance the transparency of our business, all our business policies are publicly available from our website at: [Registrations & Policies | Arthian](#) We recognise IT, structured electronic data storage, telecommunications and our staff are key to business continuity. Arthian has controlled systems, backup plans and has proved that these systems and back-ups successfully function through events/drills. This assures an **uninterrupted and quality service to our clients**.

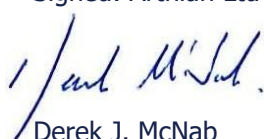
The IMS provides the framework for structured approach to **Change Management**. Client and business requirements are raised through IMS processes and taken into account formally through management review. We actively look to improve our business through review of how our business has responded to risk scenarios and incidents and making improvements where necessary. Continual improvement of the IMS includes: reducing risk, improving our IT infrastructure and staff training, resulting in high levels of business performance and client satisfaction.

In response to these risks (actual or perceived), Arthian has developed a **high quality risk management and emergency preparedness strategy to protect our clients and our business continuity**. The following **risk matrix** (identifying key risks, implication and proposed mitigation techniques is part of our **Business Continuity Plan** to ensure delivery of an **uninterrupted and quality service to our clients**) demonstrates our approach to eliminating or minimising the impact of unplanned events which all form part of our IMS and effective Business Continuity Plan.

Risks/Implication	Proposed Mitigation from our Business Continuity Plan
Key Risk Key personnel absent (illness, holiday or leave the firm) during framework service delivery. Implication Inability to resource and deliver projects in the timelines noted.	<p>Health, Safety & Wellbeing (HSWB) Committee: Arthian is proud to have held Health Working Lives Gold until the scheme ended in March 2023, given our staff are one of our critical assets the HSW Committee was established to continue to align with the principles of Healthy Working Lives. Arthian has a wellness programme for our staff which includes activities such as: free winter flu jag, advice on healthy living and other programmes to reduce the risk of employee absences.</p> <p>Depth of Resource: As one of the largest multi-disciplinary consultancies delivering sustainability services across the UK and Ireland, Arthian have significant depth with over 190 experienced professional technical staff (i.e., alternative staff can step in subject to client approval). With reference to delivery of training/workshops, a second trainer is identified as a backup should for any unforeseen circumstances, for example illness, the allocated trainer be unavailable to deliver.</p> <p>Data Storage: As part of our IMS, Arthian use a structured electronic folder system to store all project data and for record keeping. This enables a seamless handover in the event of key personnel being absent.</p> <p>Staff Stability: At Arthian, we have an annual leave policy to eliminate the impact of short-notice annual leave (e.g. employees with similar skills will not be off at the same time). All of our key technical staff have a contractual minimum 3 months' notice with senior staff having up to 12 months' notice to ensure continuity of service.</p>

Risks/Implication	Proposed Mitigation from our Business Continuity Plan
Key Risk Information and communication technology failure and/or access to customer data Implication Inability to access project data or communicate through telephone or email	<p>Information System Back-up Support: Arthian back-up to the cloud. Our backup vaults are Geo Redundant Storage held in triplicate in London and triplicate in Cardiff. These systems can be scaled to any size due to it being Infrastructure as a Service. Our internal Group ICT consultants are available for planned maintenance and resilience in the case of issues.</p> <p>Email Options and Back-up: Our email system is a cloud hosted solution and is accessible through multiple channels, including through our server in Glasgow, internet based remote desktop, smart phone and also internet-based Outlook email.</p> <p>Communication System Back-up Support: At Arthian, technical staff are allocated a smart phone for communication (web and email access) and risk management purposes.</p> <p>Data Security: We use a firewall to prevent unauthorised access to our data storage and an enforced 8 character alpha-numerical password for access. Two-factor authentication is used for access to our file systems.</p>
Key Risk Loss of office environment Implication Inability to access data/communicate	<p>Work Environment Contingency: Arthian have embraced hybrid working including working from home. We have multiple offices across the UK and Ireland providing suitable back-up office facilities in the event of a flood or fire at one of our offices. Our staff can work remotely from home or in the field using our secure Virtual Private Network which provides full access to our data and email servers. Furthermore, Arthian has business interruption insurance for our business which provides the funding and advisory support for such an unplanned event.</p>
Key Risk Accidents through incidents and travel Implication Staff injury and/or project delay	<p>Accident Prevention: As our greatest health and safety (H&S) risk, Arthian staff have received advanced driver training from the Advanced Institute of Motoring and will follow all H&S policy and procedures on-site, wearing appropriate PPE (provided and maintained by our firm) when required. Our staff will also follow our client customer H&S requirements and instructions with respect to site access, supervision, and travel on-site.</p>
Key Risk Business Failure Implication Inability to service our customers	<p>Business Stability: Arthian have been in business since 1996 and have robust financial stability as evidenced by our Experian Credit Report rating. Furthermore, Arthian are majority owned by Global Energy Capital - a large group, providing additional financial stability. Arthian's leadership team include business owners and long-term employees enhancing our stability.</p>

Signed: Arthian Ltd



Derek J. McNab
Managing Director

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