

Newburn Power Rental Quality Manual	Policy POL 160038	Page 1 of 2
Section: Policies and Procedures	Subject Title: Business Continuity Plan – COVID-19, Pandemic	
Prepared by: C E Bright	Original Date: 26 th March 2020	
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Approved by: Mark Henstock	Annual Review Date: 26 th March 2021	

Plan:

As a result of the recent outbreak of COVID-19, Newburn Power Rental Limited has a role to play in supporting the UK’s resilience at this time in providing temporary back up power to support our customers, suppliers, employees, contractors and the wider community.

This Plan is subject to change, as the situation develops, and indeed further Government guidance issued.

Purpose:

This Plan has been developed in response to the COVID-19 pandemic, which could last on current information up to 6 months. This plan aims to ensure that Newburn Power Rental Limited can operate all of its business functions to the best of its abilities, whilst minimising risk to staff and ensuring the longevity and security of business.

Responsibility:

We all have responsibility for following and adhering to this Policy and guidelines which may be supplied from time to time.

Key Elements:

Newburn Power Rental Limited has reorganized its operations to minimize risk to staff, whilst ensuring that staff are available to respond as quickly as possible to demand, especially that which may require a quick response.

- We still continue to offer service 24/7.
- Breakdowns and out of hours support will be addressed in the first instance by telephone support, if the issue cannot be resolved over the telephone, our emergency support engineers will attend your site

- We have worked on a fully-supported cloud-based network for a number of years, therefore the transition for our Administration teams to work from home was immediate and we acted upon this on the 23rd March 2020, following the Prime Minister’s announcement.
- Our telephone system is diverted to a multi-skilled support team during normal working hours and is still supported by our continued out of hours service.
- We have identified a Critical Support Team, these are multi-skilled employees who can react quickly to any sales, account or technical enquiry.
- We have not reduced our staffing numbers, but we are utilising the furlough scheme to ensure that non-critical employees are retained and will be available should and when demand requires it.
- Our Critical Support Team is in daily contact with each other via telephone and email.
- Our supply network is still available, albeit in some instances at slower response times.
- Head Office and our depots are being manned daily on a rota basis by our Critical Support Team to ensure postal services are maintained.

Related Documents:

Document name	Document code
Coronavirus - FAQ	
Coronavirus – Posters	
Coronavirus Policy	POL 160037