

KEELAGHER OKEY KLEIN
Business Continuity Policy Statement

BUSINESS CONTINUITY POLICY STATEMENT

The Managing Director and personnel of Keelagher Okey Klein (hereinafter called the Practice) aim to ensure Business Continuity as follows: -

- QA Policy ensures each project is planned and resourced individually.
- All staff work to set procedures using KOK templates, standard documents and forms.
- All projects will have a dedicated Lead Consultant under the direction of a Project Director.
- Robust IT System involving off site backup and remote access at all times. Supported by an internal IT manager and an external IT company.
- Extended network of IT with dedicated support from an external IT company who monitor the system and ensure its continual operation.
- The use of dedicated subcontractors, when required, who can be deployed in place of permanent staff at short notice.
- All subcontractors work to KOK templates whilst having access to the required KOK records and shared network resources, ensuring business continuity whilst providing increased flexibility to the client.
- Commitment to Continued Professional Development (CPD) of all our staff and the use of Personal Development Plans (PDP).
- Subcontractors must also comply with the CPD and PDP requirements of the professional institutions or associations that qualify them to provide the service.
- The establishment of good relationships with previous, current and potential clients is essential.
- All emails from, to and between staff are stored in a shared inbox which is closely monitored by our administrative team ensuring a same day or next day response if a member of staff becomes unavailable.
- New legislation and changes are monitored to ensure all our policies and procedures are kept up to date in compliance with the law.
- The use of the latest technology such as BIM, cloud storage, remote servers, iPads, smart phones, laptops, tablets, etc.

To meet these objectives the Practice applies the Quality Management System outlined in this Quality Policy Manual which has been developed in accordance with the requirements of BS EN ISO 9001 : 2008.

All personnel within the Practice are made aware of this Business Continuity Policy and all of our Quality System Procedures.

Compliance with the requirements of the detailed procedures developed in accordance with this Quality Policy Manual is mandatory for all personnel.

J.F. OKEY
(Managing Director)