COVID-19 BUSINESS CONTINUITY AND EMERGENCY RESPONSE PLAN

Portland Brown Limited

May 2020

Contents

1.1   Overview

Business Continuity Management aims to identify the potential impacts that threaten our company and provide a framework from which to deal with these threats. This plan is specifically designed to inform Portland Brown employees of the procedures that should be adhered to regarding the ongoing situation with the Coronavirus (Covid-19), in order to return to "business as normal". It also includes information about the key people who should be contacted throughout this situation.

This plan will be reviewed by the Board regularly in order to ensure its relevance and that the procedures are appropriate. The plan will be updated as appropriate according to guidelines issued by the UK Government, the CDC or Public Health England.

Copies of this document, together with a current copy of the Key Contacts Sheet will be kept securely in both offices, as well as off-site in secure locations so that the information is accessible at all times.

1.2   Assumptions made

This document makes the following assumptions:

- That key members of staff, including at least one member of the Key Contacts will be available to continue day-to-day operations
- That copies of this document and the Key Contacts Sheet are available at all times
- That as per our SLAs our external providers will have their own procedures in place

1.3   Key Contacts and responsibilities

1.3.1   Key Contacts

The following key contacts have been identified to ensure that there are a range of roles included:

BRISTOL	LONDON
Director & General Manager	Head of Operations
Managing Director	Head of Guest Relations
Finance Director	Head of Revenue and Property Acquisitions
Utilities Manager	Ops Support Executive
HR Manager	Property Management Assistant
Financial Controller	Guest Relations Assistant
Senior Marketing Executive	Property Manager
Head of Client Relations	Ops Support Assistant
Head of Business Development	London Office Manager
Head of Sales	Property Acquisitions Manager
Head Office Support & PA to the Board	

1.3.2   Key Responsibilities

It is the responsibility of the key contacts outlined above to maintain oversight of this situation. The most senior member available will assume command. The person in command will have responsibility for:

- Coordination of resources
- Communicating to staff members
- Communicating to emergency contacts of staff members if required
- Communicating to local authorities where appropriate
- Coordinating communication to external affected parties, for example customers and key suppliers
- Ensuring that the premises are safe to work from

The person in command may choose to delegate these tasks to other key members of staff if appropriate.

In certain cases, it may be necessary to place a notification on the company website. If this is the case, please refer to section 1.9.

1.4   Business critical information

Portland recognises that there is certain information that is critical in the day-to-day running of our business. For this reason, there are various methods in place to back this information up so that it can be accessed outside of the office or recovered in a loss situation.

As part of our standard operation, our systems are securely backed up to a remote location via third-party specialists and managed through our external IT support partner. This is undertaken daily and routinely checked to ensure data integrity is maintained. In the event of catastrophic data loss or Cyber-attack, we have KPI's in place with our trusted partner to guarantee restoration of basic level configurations within 4 hours.

1.4.1 Network access

Our accounting software and reservations scheduling software are stored on our own internal network. Licences are available for key members of staff to access these systems remotely if required. A breakdown of additional remote working solutions can be seen in section 1.7

1.4.2 Sugar CRM system

The CRM system is cloud hosted and therefore accessible via a secure URL.

In addition, the entire system, including the system architecture backs up every five minutes to the Enable IT data centre. This information is encrypted to ensure security of data and the data centre has fail-over redundancy in place to ensure integrity of data is maintained. As an additional fail-over measure, the data from the CRM system updates to the Amazon Web Services S3 server every five minutes. The data transferred is encrypted.

At both locations, the data is accessible by the third-parties only on our instructions.

1.4.3 Staff contact details

Staff contact details, including their emergency contacts' details will be available on People HR which is cloud based. In the event that staff need to be contacted regarding this situation, these details will be disclosed as appropriate by the Director and General Manager or the HR Manager.

1.5   Mitigating the spread of the virus amongst staff

1.5.1 Information provided to staff

All staff have been provided with the most recent information from the UK Government regarding measures that should be taken to prevent the spread of the virus.

We have provided information to staff regarding the importance of washing hands and have also ensured that hand sanitiser has been provided to all office and field-based staff.

Staff have also been advised of the symptoms of the virus and have been asked to self-isolate and contact 111 if:

- They display symptoms of the virus; or
- Have been in contact with someone who has the virus or is displaying symptoms of the virus.

Any staff who have symptoms of coronavirus infection (COVID-19), however mild or who have come into contact with someone with symptoms, need to stay at home and are instructed to not leave house for 7 or 14 days (as per appropriate guidelines) from when the symptoms started. After 7 or 14 days, if the member of staff feels better and no longer has a high temperature, they can return to their normal routine. If they have not had any signs of improvement and have not already sought medical advice, they should contact NHS 111 or online at 111.nhs.uk

1.5.2 Hygiene and cleanliness in the office

All employees have been stationed across the offices to ensure they are seated at an acceptable social distance. We have ensured that there are sufficient hand washing facilities, hand sanitiser and anti-bacterial wipes available in each office.

All employees and visitors to our offices are instructed to wash their hands on entering the building. Hand sanitiser has also been made available for use by employees/visitors and is stationed at the reception desks if required.

Twice per day, employees will be provided with anti-bacterial wipes to clean down their desks and computer/phone equipment. In addition, the office Admin Team will be completing additional cleaning tasks, including the

disinfection of surfaces and door handles etc. twice per day. Our office cleaning contractors have also been given enhanced cleaning checklists in order to ensure that a healthy working environment is maintained.

Anti-bacterial wipes have also been provided outside of the toilets for employees to sanitise all 'touch points' including the flush, taps and the inside and outside handles after use.

Our offices are cleaned on a daily basis when operating and procedures include the dusting and cleaning of all surfaces, as well as deep cleaning of bathroom and washroom areas.

All visitors have been asked to respect the risk assessment process and follow our internal hygiene processes whilst visiting our premises.

1.5.3 Use of PPE

Our employees are required to wear gloves, masks and shoe protectors when visiting apartments. Employees are required to thoroughly wash their hands prior to putting gloves on and the PPE is required to be safely disposed of after leaving the apartment in order to minimise any cross-contamination. Employees have also been provided with hand-sanitiser (to be kept on them at all times) to use when hand washing facilities are not readily available.

1.6   Mitigating the spread of the virus from new Arrivals

As part of our standard procedures, all guests are contacted prior to arriving to one of our locations and details are taken about where the guest is travelling from. This has been prioritised since the outbreak of the virus and all guests are now being asked to complete a risk assessment (see Appendix 1) prior to arriving with us.

This risk assessment is reviewed by a member of the Portland Team and if it is established that the guest has symptoms of the virus, they are advised to self-isolate and travel at a later date. Should the guest develop symptoms during travel, a self-check in is arranged for the guest. We will then also restrict access to the apartment so that no one visits the apartment during the isolation period. This includes suspending all housekeeping, special requests and maintenance tasks for the apartment until we are satisfied that the guest is well and there is no risk of the virus being spread. This is also clearly marked on our CRM system.

1.7   Closure of offices

In the event that there it is necessity to close one or both of our offices, the following is in place to ensure that we continue to complete business critical activities:

- Members of staff will be able to access all systems and software packages from home/an alternative location and will therefore be able to maintain day-to-day operations. This is achieved through a series of remote working solutions, including AWS servers, Remote Domain access and utilisation of integrated Office365 solutions.

- A hosted cloud server has been purposefully designed and deployed outside of our local network (hosted with Amazon Web services) to provide secure, scalable, access to our main system applications and network architecture. We have procured licencing to ensure all staff members have access to their relevant systems, ensuring all daily tasks can be completed all of which utilise AWS's optimal integrated data security and our own network level firewalls and port restrictions.

- To ensure fluent communication is achieved during remote working we have built a series of remotely accessible, secure, SharePoint pages – with a series of internal process-lead workflow streams available. In addition, utilising 'Microsoft Teams', we have built a network of internal communication channels (including, but not limited to, Video Conferencing) to ensure all levels of 'normal business' processes and procedures are adhered to and that customer requirements and requests continue to be managed in the most comprehensive and proficient way.

- We utilise a Hosted-PBX Avaya phone system meaning all inbound phone calls can be directed to key members of staff mobile devices immediately and this will then be supported by 'twinning' their office handset with their mobile device so that any call received on our usual phone numbers will be answered as normal.

- Where necessary, members of staff will be reassigned to critical duties in order to carry on with day-to-day business

- Where necessary and appropriate, temporary resources will be employed to supplement our permanent staff

1.8   Returning to premises after a period of closure

Before returning to day-to-day business after a period of closure, a full, deep clean of the office, including the disinfecting of all surfaces, bathrooms, computer and telecoms equipment and all other surfaces which are regularly touched will be completed.

A small dedicated team will co-ordinate the movement and set-up of equipment from homes to offices. The offices will then be deep cleaned again and left empty for 72 hours prior to re-opening the office for employees to return.

Employees will be contacted in advance to alert them to this process. Movement of employees back to the office will be a staggered process to ensure we remain operational at all times. Only those who are completely symptom free will be permitted to return to the office. Forehead thermometers will be in place at offices to ensure employees are not displaying symptoms.

All guidelines as per point 1.5.2 will remain in place until stated otherwise

1.9   Website Notifications

In the event that it is necessary to put an operational message on the company website, the key contact in command will arrange this with the Marketing Team.

1.10   Enquiries from the Media and other Public Relations

1.10.1 Enquiries from the Media

It is possible that the media may make enquiries of the company regarding our response to the outbreak. No one other than a Board Member is authorised to answer any enquiries from external parties about the situation unless express permission has been given by the Board to do so. All enquiries should be directed to a Board Member.

1.10.2 Press Releases

It may be appropriate to make a press release regarding the situation. The Board Members are responsible for making the decision as to whether this is appropriate and drafting the communication in conjunction with the Marketing Team. No other member of staff should approach the media or external parties to give them information regarding an emergency or disaster situation.

1.10.3 Social Media

In the event of the coronavirus leading to the closure of one or both of the offices or having a significant impact on our day-to-day business, staff are prohibited from divulging information via social media regarding the situation unless expressly permitted to do so by a Board Member. Any staff member found to be in breach of this will be subject to disciplinary action in line with our Social Media Policy.

APPENDIX 1

Risk Assessment

1. Are you currently suffering from any of the following?

    □ High fever (>37.5 degrees Celsius)

    □ Weakness and fatigue

    □ Dry cough

    □ Breathing difficulty

If you have any of the above symptoms:

*   If you live alone, stay at home for **7 days** from when your symptoms started.
*   If you live with others and you or one of them have symptoms, then **all household members** must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill. For anyone in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14-day isolation period

After 7/14 days, if the person feels better and no longer has a high temperature, they can return to their normal routine. If they have not had any signs of improvement and have not already sought medical advice, they should contact NHS 111 or online at 111.nhs.uk

2. Have you come into close contact with anyone who have been suspected of having COVID-19 Virus or presented with the same conditions above?

    □ No

    □ Yes (Please specify) _____

Declared by (Name) _____of Passport No._____

of address

_____

Phone No_____

Reservation No_____

Name and Signature_____ Date: _____