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1. Introduction

1.1 Purpose

This plan outlines the procedures and actions that Eurox Ltd will follow in the event of a disruption to normal operations. It ensures we can continue critical services with minimal impact on our customers, staff, and supply chain.

1.2 Scope

This Business Continuity Plan (BCP) applies to all departments and locations operated by Eurox Ltd, including:

- Aqua House (Smethwick)
- HRS Business Park (Garretts Green)
- External services (Balrey Embroidery, UPS Courier, IT systems)

1.3 Objectives

- Ensure the safety and welfare of staff and visitors
- Maintain key business functions during a disruption
- Recover full operations within acceptable timeframes
- Protect critical data and IT systems
- Communicate effectively with all stakeholders

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1.4 Definitions

Business Continuity: The capability to continue essential operations during and after a disruptive event.

Disaster Recovery: The strategy and actions taken to restore IT and other critical services.

2. Business Overview

2.1 Company Sites and Structure

Eurox Ltd operates across two primary West Midlands locations:

- Aqua House: HQ, customer service, order processing, warehouse, finance
- HRS Business Park: warehouse, heat-seal, storage, and packing
- Balrey (Group Partner): backup embroidery capability

2.2 Key Contacts and Responsibilities

- Mark Handy – Tender & Compliance Manager (Business Continuity Lead)
- Arjun Palak – Operations Manager (HRS Site Lead)
- Jas Singh – Warehouse Manager
- Harvy Singh – Procurement (FLG and supplier continuity)
- Tahmid Chaudhuri – Customer Service Lead
- Graham Archer – IT Systems
- Hardip Palak – Systems and Access Management
- Paul Sharkey – New Business Director (Client Liaison)

3. Key Personnel and Responsibilities

- **Mark Handy** – Tender and Compliance Manager: Owns BCP planning and documentation, leads crisis coordination
- **Arjun Palak** – Operations Manager: Oversees production, logistics, and fulfilment recovery
- **Alecia Andrews** – Internal Account Manager: Client communications, customer needs and account continuity
- **Bradley Kellow** – Senior Account Manager: Strategic contract support and key client escalations
- **Harvy Singh** – Procurement Manager: Supplier communications, sourcing continuity and alternatives
- **Jas Singh** – Warehouse Manager: Stock movement, physical site operations, AQL processes
- **Graham Archer** and **Hardip Palak** – IT Support: System access, data backup, recovery and portal issues
- **Tahmid Chaudhuri** – Customer Services: First point of contact for order tracking and urgent customer queries

Support teams include Finance, Logistics, and Embellishment. Additional backup is provided through our linked embroidery facility, Balrey, and our courier partner, UPS.

4. Risk Assessment and Threat Scenarios

The following potential disruptions have been identified based on likelihood and potential impact on Eurox Ltd.'s operations. Each scenario is supported by a recovery plan detailed in Section 5.

- **IT system failure or cyber incident** – loss of Odoo access, system downtime, or security breach
- **Power or utility outage** – affecting Aqua House or HRS Business Park
- **Fire or major building damage** – limiting access to stock, production, or staff safety
- **Loss of key staff** – temporary absence or long-term unavailability of critical roles
- **Courier or transport disruption** – UPS delays, road closures, or vehicle issues
- **Supply chain delays** – including UK FLGs and offshore production partners
- **Pandemic or infectious outbreak** – reducing workforce capacity or restricting site access
- **Data breach or GDPR incident** – loss of personal or client data requiring notification and recovery

Each scenario will be supported by a specific plan in Section 5.

5. Business Function Continuity Plans

5.1 Order Processing (via Odoo)

Odoo is our central platform for sales orders, stock tracking, and fulfilment. Any disruption to this system would directly impact our ability to process and deliver customer orders.

Systems Used:

- Odoo (hosted on secure cloud infrastructure)
- Email (Outlook/365)
- Internal Portals

Scenario: Odoo System Downtime

- Orders are logged manually using shared OneDrive templates.
- Records include customer details, product codes, sizes, order numbers, and dates.
- Once Odoo is back online, backlog data is input in order of urgency.

Scenario: Extended Odoo Outage

- IT team contacts hosting provider and initiates recovery using the latest secure backup.
- Manual records are maintained by Tahmid and Alecia.
- Critical orders prioritised and reconciled post-recovery.

Contingency Measures:

- Manual order templates are readily available.
- Quarterly recovery simulations are tested by IT support.
- 4G router in place for backup internet access.

5.2 Customer Service and Delivery

Scenario: Power Outage or Site Disruption

- Staff work remotely using Teams and mobile connectivity.
- Customer calls forwarded to mobiles.
- Pre-prepared email and portal updates inform customers of delays.

Scenario: Courier Disruption

- Jas Singh engages alternate logistics partners.
- Customers informed and options provided for depot collections.

Contingency Measures:

- Customer response templates and call guides maintained.
- Dual courier agreements allow switching in emergencies.

5.3 Warehouse and Stock Access

Scenario: Site Damage or Inaccessibility

- Fulfilment moved between Smethwick and HRS.
- Balrey used for additional capacity if needed.
- Urgent dispatches prioritised based on available stock.

Scenario: Equipment Failure

- Backup scanners and printers on-site.
- Manual pick and dispatch procedures initiated if required.

Contingency Measures:

- Cloud-based stock records accessible from any location.
- Jas Singh oversees site flexibility and staff redeployment.

5.4 Embroidery and Heat-seal Operations

Scenario: Machine Breakdown or Embellishment Delays

- Switch to backup capacity at HRS or utilise Balrey Embroidery.
- Transfer designs via secure digital transfer.
- Maintain ongoing stock of pre-branded high-demand garments.

Scenario: Staff Absence or Site Closure

- Shift production to alternate site (HRS or Balrey).
- Use approved outworkers only if absolutely necessary and approved by Operations.

Contingency Measures:

- Design files and machine specs securely backed up.
- Team cross-trained on multiple machine types and sites.

5.5 IT Systems and Data Access

Maintaining secure access to core systems, communication tools, and data is essential to business continuity. Eurox Ltd relies heavily on digital platforms for order processing, communication, inventory, and project management. System integrity and access are managed by our in-house IT team, supported by regular testing, user permissions control, and cyber certification.

Systems in Scope

- Odoo (ERP – order processing, CRM, stock, finance)
- Microsoft 365 (email, Teams, OneDrive, SharePoint)
- Internal web portals (client-specific ordering platforms)
- Local network servers and cloud backups
- Customer Service telephone platform
- Secure file storage (GDPR-compliant)

Scenario: Odoo or ERP Failure

- IT team (Graham and Hardip) coordinate with the hosting provider to identify the issue.
- If an internal error, logs and diagnostics are pulled for troubleshooting.
- In the meantime, manual order capture procedures are triggered (see 5.1).
- Daily backup files are restored if data loss occurs.
- Priority is placed on restoring order functionality before reporting modules.

Scenario: Microsoft 365 or Email Downtime

- Mobile devices remain active to access key apps via 4G data.
- If full service is down, key updates are communicated via SMS and WhatsApp to staff.
- A backup Gmail account has been set up for outbound emergency comms.
- Internal team meetings revert to voice call or WhatsApp video as needed.

Scenario: Data Loss, Breach or Cyber Incident

- Eurox Ltd holds a Cyber Essentials certificate (see appendix), and follows strict access protocols.
- In case of breach, the IT team triggers the Data Incident Response Plan (in line with our ICO Data Protection Registration).
- Affected systems are isolated and access revoked until cleared.
- An internal investigation is logged, and reportable breaches are submitted to the ICO within 72 hours.
- Client notification protocols are followed based on severity and data type.

Access and Authorisation

- Role-based access is used across all systems, controlled by Hardip Palak.
- Additional user-based overrides can restrict access by function or feature.
- Admin access is limited to named personnel and reviewed quarterly.

Contingency Measures

- All data is backed up daily and encrypted using cloud storage.

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- Devices are fitted with anti-virus and endpoint protection.
- IT policy restricts unapproved USB or device usage.
- Secure disposal methods are in place for redundant devices and drives.
- Internal web portals are mirrored across two domains and tested regularly.

Other IT Considerations

- New system rollouts are tested in sandbox environments before live deployment.
- Staff receive system access training and phishing awareness refreshers annually.
- If internal servers at Smethwick are affected, HRS can be used as a recovery base.

5.6 Communication Channels

Effective communication is critical to our ability to respond to disruptions quickly and maintain service. We rely on a combination of digital, mobile, and face-to-face channels to manage day-to-day tasks, customer support, supplier engagement, and internal coordination.

This section outlines how Eurox Ltd would maintain contact with staff, clients, suppliers, and other stakeholders during a disruption.

Primary Tools in Use → Microsoft Teams and Outlook 365 – for emails, video calls, chat, and document sharing

- Odoo Portal Messaging – for order tracking, internal notes, and customer updates
- Mobile Phones – for urgent escalation and staff coordination
- Customer Service Phone Line – handled by the Smethwick team, with call forwarding in place
- WhatsApp and SMS – used as fall-back if internet or Teams is unavailable

Scenario 1: Internal Communication Breakdown

If Microsoft 365 or Teams is offline:

- Staff switch to mobile calls or WhatsApp group chat to coordinate
- A pre-arranged phone tree is used to cascade updates from management
- Daily briefings continue via phone or in-person if possible
- Internal files are accessed via OneDrive mobile or local network copies
- Graham or Hardip issue an update to all staff via SMS or WhatsApp

Scenario 2: Client or FLG Communication Disruption

If we are unable to access email or CRM systems to contact clients:

- Account managers use mobile or secondary email (Gmail) for key communications
- A generic emergency message is uploaded to client portals
- All missed customer calls are logged by Customer Services and returned as soon as systems are back online
- Alecia and Tahmid coordinate outbound messaging, using agreed scripts for clarity and consistency
- Urgent escalations are handled by Bradley or Mark depending on account ownership

Scenario 3: Supplier and Courier Communication Gaps

If transport or procurement teams are unable to reach external suppliers:

- Harvy and Jas switch to mobile or WhatsApp contacts with key FLGs
- Our courier (UPS) has a dedicated account contact who can be reached directly
- Any upcoming deliveries are reviewed manually to prioritise essentials
- Balrey Embroidery and other known subcontractors are contacted early if required

Message Consistency and Escalation

- All urgent comms follows a standard template to avoid confusion
- Any formal notices are reviewed by Mark Handy before being issued externally
- Emergency holding messages for portals and websites are pre-written and ready to activate
- Client-specific updates are logged centrally for traceability

Contingency Measures

- Call forwarding is enabled on the main customer service number
- Staff contact list is maintained in both digital and printed form
- WhatsApp Business group is kept live for non-email team comms
- Teams invites for emergency meetings can be generated via mobile app
- Message templates are stored in OneDrive and available offline

6. Site-Specific Considerations

Eurox Ltd operates across two primary locations. Each site presents specific operational roles, risks, and contingencies that must be addressed in the event of disruption.

6.1 Smethwick Site – Aqua House, Buttress Way

This is our main headquarters, warehouse, and customer service base. It houses:

- Sales, procurement, customer service, and accounts teams
- Main stock holding and core warehouse picking operations
- In-house embroidery and embellishment functions
- Fire safety systems, first aid points, and security access systems

Risk Factors and Response Measures:

- Fire or Major Damage: Emergency evacuation plans are in place and tested. Fire marshals and first aiders are trained. Recovery includes relocating customer service teams to home working and shifting order fulfilment to HRS where possible.
- Power Outage: UPS systems support short-term continuity. Key servers and phones are protected. Short-term relocation of staff to HRS or remote work is possible.
- Building Access Issues (e.g. flooding or structural damage): Access to customer records and CRM is cloud-based via Odoo. Operations can shift temporarily to HRS or home working

with minimal impact.

→ Loss of Warehouse Access: Logistics would be transferred to the HRS site or limited operations supported via Balrey. Customers would be informed of adjusted delivery timelines.

6.2 HRS Business Park – Garretts Green, Birmingham

This is our second warehouse and heat-seal facility, used for:

- Overflow storage and pick/pack
- Embellishment (heat-seal branding)
- Receiving bulk offshore deliveries
- Secondary despatch point and contingency workspace

Risk Factors and Response Measures:

- Heat-seal Room Disruption: Balrey Embroidery can take over branded production if required. Jas Singh oversees reallocation of stock and staff between sites to maintain order flow.
- Building Access or Equipment Fault: Picking and despatch would be re-routed to Aqua House. Mark, Arjun, and Jas coordinate resource rebalancing across sites to reduce downtime.
- Power Loss or Equipment Failure: Portable equipment and mobile connectivity provide short-term workarounds. Deliveries may be diverted to Smethwick to maintain continuity.
- Health and Safety Concerns (e.g. fire doors, assessments): Fire Risk Assessments are reviewed annually. Any deficiencies (including fire doors or access points in the heat-seal area) are reported to Mark and ISA Support. Repairs or improvements are prioritised and tracked.

6.3 Site Roles and Cross-Site Flexibility

- Staff can be reallocated between locations if one site is inaccessible
- Odoo, email, and cloud systems are accessible from either site or remotely
- Emergency supplies, first aid kits, and PPE are held at both locations
- Secure entry and lone worker systems ensure staff safety during partial operations
- Jas Singh and Arjun Palak manage inter-site logistics during disruption

6.4 External Support

- ISA Support is our external health, safety, and compliance advisor. They provide remote and on-site support in the event of serious disruption
- UPS is our courier partner with flexible pick-up and delivery services
- Balrey Embroidery is part of our group and provides additional embellishment capacity if required

7. External Supplier and Third-Party Contingencies

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Eurox Ltd depends on a network of external parties to support manufacturing, embellishment, logistics, technology, and compliance functions. To maintain continuity in the event of supplier disruption, quality issues, or capacity gaps, we have documented measures and fall-back plans for each critical partner category.

7.1 Offshore Manufacturing and Garment Supply

Eurox works with a consistent group of offshore FLGs (Finished Garment Locations) across South and Southeast Asia, manufacturing to our approved technical specifications and QC procedures.

- Each FLG is assessed annually using a detailed Supplier Evaluation Form (2024 version), covering capacity, risk management, working conditions, ESG performance, certifications, and Sedex compliance.
- Sedex audits (SMETA) and corrective action plans (CAPRs) are reviewed and logged. Recent audit reports confirm standards in line with our ethical sourcing commitments.
- Where high-priority issues are identified (e.g. building safety, non-conformance), Harvy Singh and Md Abdus Salam review remediation timelines and may pause allocation until issues are resolved.
- Eurox maintains alternate offshore capacity with secondary FLGs able to increase output within 4–6 weeks if primary sites are affected by unrest, flooding, or factory closure.
- Production timelines and booking slots are forecast quarterly to reduce last-minute reliance on any one facility.

7.2 UK Supplier Base (Garments, Footwear, Accessories)

Our UK supply chain includes approximately 30 key partners supporting uniform, footwear, and accessories supply.

- All suppliers must hold ISO 9001 or equivalent quality certification and undergo annual evaluation through our internal Supplier Questionnaire.
- Additional spot checks, sample tests, and product validation are carried out by Md Abdus Salam to monitor fit, finish, and conformity.
- In the event of delay, rejection, or supply chain breach, the Procurement team identifies suitable alternatives using our pre-approved supplier matrix.
- Garments with critical lead times are stocked in call-off quantities where feasible to avoid sole dependency.

7.3 Branding and Embellishment Support

In addition to our in-house embroidery and heat-seal operations at Aqua House and HRS, Eurox has access to contingency capacity via Balrey Embroidery, which is part of our wider group.

- Balrey holds digitised logos and embroidery files for over 50 current clients, providing quick turnaround if on-site production is impacted.
- Job files and technical drawings are cloud-stored, allowing fast mobilisation from any

embellishment site.

→ Weekly coordination calls between Eurox and Balrey teams ensure capacity planning and quality alignment.

7.4 Logistics and Courier Services

UPS is our designated courier and parcel delivery partner.

→ UPS provides daily pick-up from Smethwick and HRS sites and has contingency routing in case of local traffic disruption, fuel shortages, or depot issues.

→ Tracking, ETAs, and PODs are fully integrated with Odoo for full visibility during delays.

→ In the event of total courier failure, Eurox has relationships with alternative providers which can be activated with 48 hours' notice.

7.5 IT Systems and Platform Resilience

Our internal platforms (CRM, order processing, stock and finance) are managed via Odoo, with additional support from in-house and contracted IT experts.

→ Access is role-based and stored securely across cloud systems.

→ Graham Archer and Hardip Palak provide backup, recovery, and contingency configuration, including remote access rights, team permissions, and order traceability.

→ In case of data loss or server incident, Eurox has business-critical information backed up nightly, with recovery protocols in place for less than 12 hours' loss.

→ Teams, Outlook, and cloud file storage enable cross-device and offsite collaboration if required.

7.6 Compliance and External Audits

To ensure resilience across our external partnerships, Eurox maintains active certification and third-party audit readiness:

→ ISO 9001:2015 and ISO 45001:2018 are externally audited, with the latest SGS audit confirming continued certification.

→ Sedex (SMETA) audit reports and corrective actions are held for all key offshore partners, with internal tracking of progress.

→ ESG standards, including worker welfare, health and safety, and carbon impact, are increasingly reviewed as part of our Onboarding and renewal process for all FLGs.

→ Ethical and safety breaches are escalated to Mark Handy and ISA Support, with internal investigation and remedial action agreed before continuation.

8. Recovery Timelines and Triggers

To ensure rapid response and service recovery, Eurox Ltd has defined timeframes and trigger points for activating business continuity measures. These are based on our operational priorities, client expectations, and risk exposure.

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→ Order Processing and Odoo System Access

Odoo is essential to order tracking, inventory, logistics, and communication. Access must be restored within 24 hours of any disruption. If the system is inaccessible for more than 24 hours, we will initiate our backup plan and notify clients of a temporary support method (e.g. manual order logging or direct email processing).

→ Customer Service Queries

Customers expect a response to queries within 4 hours during the working day. If systems go down, Tahmid Chaudhuri and the team will access shared inboxes via mobile or external device, and ensure all urgent requests are logged and responded to manually.

→ Warehouse Despatch

Warehouse fulfilment must resume within 24 hours. In case of an incident at either site, stock movement will be redirected and prioritised by Jas Singh. We will communicate any fulfilment delays and prioritise urgent orders, particularly PPE or critical contract deliveries.

→ Heat-seal and Embroidery Operations

If onsite equipment or staffing at Aqua House or HRS is affected, we will activate our secondary embellishment facility (Balrey). Maximum downtime before switching to the alternative is 36 to 48 hours. Balrey already holds digitised logos and embroidery instructions.

→ IT System Disruption

System recovery should occur within 12 hours, with Graham and Hardip restoring backups or remote access. If failure continues past 24 hours, manual contingency steps and alternative communication routes (mobile, Teams, client SMS) will be triggered.

→ Supply Chain Interruption

Where offshore or UK suppliers are affected, Harvy Singh and the Procurement Team will check available call-off stock and switch allocation to alternative FLGs or domestic suppliers as per the continuity matrix.

→ Incident Declaration and Escalation

Mark Handy is responsible for declaring a continuity event. Once triggered, the relevant department heads will be notified and a group call set up to activate the recovery steps.

These timeframes ensure that Eurox remains accountable to our clients and keeps critical work moving even in the face of disruption.

9. Testing, Training and Plan Maintenance

We maintain a proactive approach to readiness by testing, updating, and reviewing continuity procedures regularly. Compliance with ISO 45001 and health and safety responsibilities requires structured drills, training, and record-keeping.

→ Fire Safety and Risk Assessments

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- Eurox conducts and retains annual Fire Risk Assessments (most recent version: 2024). Previous reports are kept on record for audit reference.
- Monthly fire safety checks are conducted by Fire Wardens using a defined checklist, covering escape routes, signage, extinguisher condition, emergency lighting, and fire doors.
- All faults or issues raised are recorded with rectification timelines and follow-up.

→ Fire Marshal Training and Responsibilities

- Mark Handy is a certified Fire Marshal (IFE Accredited Course – February 2023).
- Responsibilities include evacuation coordination, fire drill leadership, and support in risk reduction activities across Aqua House and HRS.

→ Evacuation Plans and Drills

- Evacuation plans for the ground floor, 1st floor, and 2nd floor are displayed in all buildings and form part of induction.
- Fire drills are conducted at least annually (last held: 18 Sept 2024 at 3.30pm) with timing, participation, and evacuation issues logged in our Fire Drill Form.

→ Training and SHEQ Integration

- BCP awareness and evacuation drills are part of ongoing training and reviewed during SHEQ meetings.
- All staff have access to training records and fire safety resources via internal systems.

→ General Maintenance and Inspection

- All areas including the Heat-seal Room and warehouse exits are inspected to ensure doors function properly, emergency lighting is active, and routes are clear.
- Any concerns with fire doors, smoke seals or signage are logged and rectified as part of monthly walkthroughs.

The Health & Safety Team meets regularly to review incident reports, drill feedback, and regulatory compliance. Updates are documented in SHEQ committee records and used to guide further improvements. The plan is reviewed quarterly and formally updated each year or after a major incident.

10. Appendices

The following documents are available upon request to support the Business Continuity Plan:

- Fire Risk Assessments (2023 and 2024)
- Fire Warden Monthly Checks and Logs
- Fire Drill Evacuation Forms and Participation Records
- Evacuation Maps for all building levels

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- ISO Certificates (9001, 14001, 45001)
- Sedex Audit Reports and Supplier Evaluations
- Employee Training & Development Policy
- Supplier Risk Assessments and Corrective Action Plans
- Customer Reports and BCP-Linked Survey Data
- Cyber Essentials Certificate and ICO Registration
- General Web Portal Guide (Customer Access)
- Organisation Chart (with Key Staff Roles)

These are maintained internally and can be shared with clients or auditors on request.

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Approved by: Kuldip Singh Palak – Director

Signature:



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