



Business Continuity Policy

Ark H Handling Group is committed to implementing best practice in Business Continuity Management (BCM) throughout the business in order to minimise the effect of disruptions on our staff, our clients, the general public and the reputation of the business. Ultimate responsibility for BCM within the company rests with the Managing Director but specific responsibilities are delegated to the Business Continuity Manager.

Ark H Handling Group will take all reasonable steps to ensure that in the event of service interruption essential activities will be maintained and normal services restored as soon as possible. The priority at all times is the safety and wellbeing of staff and members of the public.

The objectives of the Business Continuity and Incident Management Plan are:

- a) to be able to maintain and/or restore client service provision to a level that will obviate/minimise the loss of clients due to an inability to provide business critical services. This must be achieved without any risk to personnel
- b) to ensure effective communications with clients

All activities currently undertaken by Ark H Handling Group are included within the Business Continuity Management framework. Plans have been developed at various levels within the business to facilitate a fully integrated response and recovery mechanism. All plans are to be reviewed and exercised annually to maintain and validate the organisation's capability to respond. To enable a timely response, the company invests in the training of its staff to understand and be committed to business continuity.

All activities will be supported by a robust communications strategy which identifies responsibilities and systems to inform staff, our operational partners, the press and the public with timely accurate information.

The Business Continuity Management System (BCMS) will be approved by Senior Management and will form part of the Management Review process, ensuring regular oversight and demonstrating management commitment to the success of the system.

A handwritten signature in black ink, appearing to read 'Fiona G Strong', is written over a light blue horizontal line.

Fiona G Strong – Group Managing Director

10th August 2010