



Business Continuity & Operational Resilience

Connexion Developments Ltd maintains a structured Business Continuity Plan (BCP) aligned with our ISO 9001 and ISO 14001 management systems.

Our approach ensures continuity of supply, communication, and customer support in the event of disruption.

Key Continuity Measures

→ Stock Holding Strategy

- Typically, ~3 months stock coverage on core product ranges
- Multiple suppliers across regions (Taiwan, EU)

→ Operational Flexibility

- Remote working capability (cloud systems + laptops)
- Phones divertible to mobile / alternate locations

→ IT & Data Protection

- Daily automated backups (multi-location)
- External IT security monitoring
- Firewall + malware protection systems

→ Supply Chain Resilience

- Alternative sourcing options available
- Air freight capability for urgent supply continuity

→ People & Skills

- Cross-trained staff across departments
- Local workforce coverage to maintain operations

→ Customer Service Continuity

- E-commerce platform remains operational during disruption
- Email + phone systems maintained or redirected

Disruption Scenarios Covered

- Fire / flood / environmental events
- Supplier delays or logistics disruption
- IT outage / cyber risk
- Staff absence / epidemic
- Utilities or telecom failure

Risk Management Framework

Our BCP is supported by a formal risk register and mitigation process which is reviewed as part of our ISO management system.

Outcome

- Continued ability to process orders
- Maintain customer communication
- Protect data and systems
- Restore full operations rapidly

Approved By

Managing Director

For and on behalf of Connexion Developments Ltd