

Freeway Medical Business Continuity Plan Overview Document 2023-24

COMMITMENT TO STRATEGIC PLANNING AND CONTINUITY

Freeway Medical has taken a comprehensive approach to business continuity and risk management, which is crucial for any manufacturing operation, but especially so in the medical field where reliability and consistency are paramount.

At Freeway Medical, we recognize the critical importance of business continuity in ensuring the uninterrupted operation of our manufacturing processes. By having a large percentage of our manufacturing in the UK with a steadfast commitment to quality and reliability, we understand that even the slightest disruption can have far-reaching consequences for our customers and stakeholders.

As a leading manufacturer of sheet steel medical furniture, we have established comprehensive strategies and procedures to mitigate risks and safeguard the continuity of our operations. This Business Continuity Plan (BCP) underscores our unwavering dedication to resilience, enabling us to navigate challenges effectively and maintain our commitment to delivering exceptional products and services to the medical industry.



Freeway Medical Business Continuity Plan

Introduction

Freeway Medical, a trading name of Chormis UK Limited, is a leading manufacturer of sheet steel medical furniture located in Thatcham, UK. With a focus on quality and reliability, Freeway Medical operates multiple in-house production lines for CNC machining, welding, powder coating, and assembly. This Business Continuity Plan (BCP) outlines strategies and procedures to mitigate risks and ensure the uninterrupted operation of Freeway Medical's manufacturing processes.

2. Risk Assessment

2.1 Internal Risks:

- Machinery breakdowns:** Regular maintenance schedules are in place for all production machinery to minimize the risk of unexpected failures. Additionally, spare parts are kept on-site to expedite repairs.
- Power outages:** Backup UPS generators are installed on key equipment to provide continuous power supply during outages for a short period. Critical systems are prioritized to ensure minimal disruption to operations.
- Workforce disruptions:** Cross-training programs are implemented to ensure that essential tasks can be performed by multiple employees. Additionally, flexible work arrangements such as remote work options are available to key personnel.
- Equipment failures:** Freeway Medical has established maintenance contracts with equipment suppliers to ensure prompt repair or replacement of malfunctioning equipment.

2.2 External Risks:

- Natural disasters:** Freeway Medical has conducted a thorough risk assessment to identify potential vulnerabilities to natural disasters such as floods or storms. Contingency plans are in place to relocate critical operations if necessary.
- Supply chain disruptions:** Regular communication with suppliers and proactive inventory management strategies help mitigate the impact of supply chain disruptions. For critical materials like steel, Freeway Medical maintains buffer stock to weather short-term supply issues.
- Regulatory changes:** The regulatory landscape is closely monitored, and necessary adjustments to production processes are made promptly to ensure compliance with updated regulations.
- Cybersecurity threats:** Robust cybersecurity measures, including firewalls, encryption, and employee training programs, are implemented to protect against cyber threats such as data breaches or ransomware attacks.

3. Business Impact Analysis (BIA)

3.1 Critical Processes:

•**CNC Production:** This process involves the precise machining of sheet steel components according to design specifications. Any disruption to CNC production could significantly impact overall manufacturing timelines.

•**Welding:** Welding is a critical step in the assembly of medical furniture components. Redundancy in welding capabilities is maintained to ensure continuity of operations.

•**Powder Coating:** Powder coating provides a durable and corrosion-resistant finish to steel components. Freeway Medical's powder coating lines are essential for maintaining product quality and aesthetics.

•**Assembly:** The assembly process involves the integration of various components to create finished medical furniture products. Redundant assembly lines are in place to prevent bottlenecks in production.

3.2 Dependencies:

•**Raw Material Suppliers:** Freeway Medical relies on a network of suppliers for raw materials such as sheet steel. Close partnerships with suppliers and proactive inventory management help mitigate the risk of supply chain disruptions.

•**Equipment Suppliers:** Equipment suppliers play a crucial role in maintaining the reliability of production machinery. Service level agreements are established with equipment suppliers to ensure timely support and maintenance.

•**Local Engineering Partners:** External engineering companies serve as backup production partners in case of emergencies or capacity constraints. These partnerships are governed by formal agreements outlining roles, responsibilities, and communication protocols.

4. Business Continuity Strategies

4.1 Internal Redundancy:

•**Duplicate Production Lines:** Freeway Medical maintains duplicate production lines for CNC machining, welding, powder coating, and assembly. This redundancy ensures that production can continue even if one line encounters issues.

•**Cross-Training:** Employees are cross-trained to perform multiple tasks within the production process. This flexibility allows for efficient resource allocation and minimizes the impact of workforce disruptions.

•**Preventive Maintenance:** Regular preventive maintenance is conducted on all production machinery to identify and address potential issues before they escalate into disruptions.

4.2 External Partnerships:

•**Local Engineering Companies:** Agreements are in place with local engineering companies to provide additional manufacturing capacity during emergencies or periods of high demand. Technical drawings and specifications are shared with these partners to facilitate seamless collaboration.

4.3 Stockpiling of Key Components:

•**Steel Stockpile:** Freeway Medical maintains a buffer stock of approximately 150 tonnes of steel in popular gauges within the factory premises. This stockpile helps mitigate the risk of short-term supply issues and ensures continuity of production.

•**Component Stockpiling:** Key components such as powder paint, castors for trolleys, MT700-24T powered monitors, and MT202 batteries are also stockpiled to prevent disruptions due to component shortages.

5. Emergency Response Procedures

5.1 Incident Management Team:

- Designated Personnel:** A dedicated incident management team is responsible for activating and coordinating the BCP in response to emergencies.

- Communication Protocols:** Clear communication protocols are established to ensure rapid response and coordination among key stakeholders.

5.2 Escalation Procedures:

- Tiered Escalation Process:** An escalation matrix is in place to address escalating disruptions effectively. This ensures that appropriate resources are allocated to mitigate the impact of emergencies.

- Emergency Response Teams:** Specialized emergency response teams are trained and ready to assess and mitigate risks as needed.

6. Communication Plan

6.1 Internal Communication:

- Communication Channels:** Various communication channels, including email, phone calls, and internal messaging systems, are utilized to disseminate critical information to employees.

- Training Sessions:** Regular training sessions are conducted to familiarize staff with emergency procedures and ensure a swift and coordinated response to emergencies.

6.2 External Communication:

- Stakeholder Communication:** Contact information for suppliers, customers, and regulatory agencies is maintained to facilitate communication during emergencies.

- Designated Spokesperson:** A designated spokesperson is appointed to communicate with external stakeholders and provide updates on the status of operations during emergencies.

7. Recovery and Restoration

7.1 Recovery Objectives:

- Timelines:** Specific recovery objectives are established to guide the resumption of production within a predefined timeframe after an interruption.

- Capacity Restoration:** Plans are in place to restore full manufacturing capacity within a specified timeframe to meet customer demand.

7.2 Restoration Procedures:

- Post-Incident Debriefings:** After an incident, post-incident debriefings are conducted to identify lessons learned and areas for improvement.

- Corrective Actions:** Based on the findings of debriefings, corrective actions are implemented to prevent recurrence of similar incidents in the future.

8. Testing and Maintenance

8.1 Regular Testing:

- Tabletop Exercises:** Periodic tabletop exercises and simulations are conducted to test the effectiveness of the BCP.

- Evaluation:** Response times and decision-making processes are evaluated during mock scenarios to identify areas for improvement.

8.2 Continuous Improvement:

- BCP Review:** The BCP is regularly reviewed and updated to reflect changes in business operations, technology, and external threats.

- Stakeholder Feedback:** Feedback from stakeholders is solicited and incorporated into the BCP to enhance the resilience of the organization.

9. Conclusion

The Freeway Medical Business Continuity Plan outlines proactive strategies and procedures to ensure the resilience of our manufacturing operations in the face of various disruptions. By maintaining internal redundancy, fostering external partnerships, and implementing robust emergency response procedures, Freeway Medical is committed to safeguarding the continuity of production and meeting the needs of our customers in the medical industry.

Signed on behalf of Freeway Medical / Freeway Med-tech - trading names of Chromis UK Ltd.



Date: 2nd January 2024