



## **Business Continuity Plan**

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## **BACKGROUND**

### **ONE STOP FOR OFFICE PANTRY, PAPER, CLEANING, JANITORIAL, STATIONERY, CORPORATE GIFTS & PRINTING**

Office Connect Goods Wholesalers LLC in Dubai is a part of larger concept of providing one stop shop for all office needs, we offer **Pantry, Paper Items, Cleaning, Janitorial, Stationery, Hygiene, and Disinfectants to officer** all under one roof, currently catering to more than 650 customers all over UAE.

Office connect has partnered with all major importers, manufacturers, distributors with the most recognizable brands in office supplies, For more information about our service you can email us at [sales@officeconnectme.com](mailto:sales@officeconnectme.com) / [support@officeconnectme.com](mailto:support@officeconnectme.com), we create tailor made contract with special price & delivery schedule as per client need, we organize office how much to order as per their stocking area, how to save cost by suggesting alternative brands, in short we cater to office needs.

Office connect was formed in 2015 in Dubai by experts in office supplies for last 15 years, having idea about needs & quick delivery with art of saving cost on commercial brand. Our aim is to be Carrefour to Corporate Offices in Middle east especially in **UAE**.

We focus on customer care need related to our offices. We organize the purchase of our client by giving information related to a product purchase like WEIGHT, GSM, MSD TDS, ORIGIN, BRAND, etc.

**Our highly experienced buying team, agile warehouse systems and state-of-the-art customer care executives provide you with:**

- - Great value for money by suggesting alternative brands as and when required
- - Broad selection of office products covering all the categories
- - Superior buying experience, having multiple brands to choose from
- - On-time delivery of products all over the UAE
- - Quick resolution of any concerns through dedicated customer support

Visit us at to see our product range [www.officeconnectme.com](http://www.officeconnectme.com)

**Office Connect delivers a wide range of products exceeding 3,000 different items and includes six main divisions:**

- **Pantry:** Tea, coffee, sugar, milk, refreshments, cookies, disposable plastics, kitchen accessories.
- **Paper Items:** Toilet rolls, maxi rolls, kitchen towels, napkins, interfolds, facial tissue, etc.
- **Cleaning:** Floor cleaner, detergent, liquid hand soap, dishwashing liquids, kitchen cloths sponges, air freshener etc.
- **Janitorial:** Brooms, brush, mops, garbage bins, mop bucket trolleys, garbage bags, etc.
- **Stationery:** Writing instruments, filing products, writing pads, box file, Post It pads, binding & laminating solutions, writings & corrections instruments, etc.
- **Hygiene:** Sanitizer Gel Solutions, Sanitizing spray solutions, Rubbing alcohol, Masks, Gloves Hand Sanitizer, Sanitizer dispensers
- **Disinfectants:** Antiseptic liquid, all-purpose sprays and all-purpose liquid solutions for surfaces

## **BUSINESS CONTINUTIY PLAN**

Assumption of doing business: It'll never happen to you. Fires, natural disasters, sudden illness; these are things that happen to other people.

Sure, the chances are slim, but accidents happen. The floods in the winter or peak of summer may affect many businesses around the UAE, and many of those may be unable to operate at all due to cut-off transport links which prevent them from taking delivery from suppliers or servicing their customers.

All of this should hopefully convince us that, while the odds are still small, disaster can strike, and as a responsible business owner we need to be prepared – especially if we have employees who are relying on you for a pay cheque. That means having a business continuity plan.

**Business insurance** should be our first stop to make sure money is n't an issue if the worst should happen. We have facilitated availing of services from professional insurance specialist to make sure we have all the cover we need.

Insurance will cover the costs of getting our business back in operation after a catastrophe. – but it won't be much help if all our customers have switched to other suppliers in the two weeks it took you to re-open our office. You also need to plan for our business operations to continue (even in a vastly reduced capacity) if, for example:

- Our office burns down
- You have a catastrophic loss of data (e.g. you don't back up our work and you lose our laptop with months of client work on it)
- Heavy snow, floods or other adverse conditions mean you or our employees can't get to our office
- A key member of staff is suddenly unable to work

Many businesses are effectively location independent nowadays, so adverse weather isn't as much of a challenge as it was historically. Similarly, data loss isn't the huge risk it used to be now that most company email and storage is hosted by Google, Microsoft, Amazon or other providers who look after data on our behalf. Even so, a business continuity plan is essential as our business grows – and if the worst should happen it could very realistically save our firm from going under.

When putting a business continuity plan together consider when it will have to be used – probably in the midst of a disaster, emergency, or other incident which is likely to cause stress.

It should clearly set out who will have responsibility for each task that needs completing, what order they should be completed in, and where the relevant person can find the materials or equipment, they need to complete their task (e.g. post redirection forms if our office is inaccessible, or a cellular internet connection that can be used if our office broadband goes down).

### Incidents

Events that will lead to our business continuity plan being needed – “incidents” – will usually fall into one of a few categories:

- Premises incident – a fire, flood or other event that renders our office out of action
- Infrastructure incident – our electricity, plumbing, broadband or other utility is out of action to such an extent that business cannot be conducted as normal
- Staff incident – a family emergency or injury means a member of staff is unable to work suddenly

Our continuity plan should cover every possible incident within these three categories.

The contingency plans for premises and infrastructure incidents may well end up being the same, as the end result of either type of incident is that you cannot work from our office. However, the process for fixing the incidents will be totally different – premises incidents may involve health and safety considerations and building work, whereas infrastructure incidents will probably involve waiting for our utility supplier to fix the problem.

### **Test runs are important**

Should disaster strike you don't want to discover that our business continuity plan doesn't actually work – you'll have other stuff to worry about!

For this reason, it's important to test our plans. Organize a dry run during a quiet period and simulate a power cut or an earthquake – you could even turn it into a fun team building exercise.

Walk through every step of our continuity plan and ensure each task is achievable, straightforward and necessary.

### **Keep it current**

Businesses – especially fast-growing young businesses – change, so make sure our business continuity plan is updated regularly to include new systems, providers, members of staff, premises and / or equipment.

If we change our plan significantly, it's definitely worth another dry run to make sure the updated plans work.

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