

# DORMOLE LTD

## Dormole Business Continuity Statement

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### **Introduction:**

Dormole is committed to ensuring a continuous delivery of service and the health and safety of our employees, customers, and partners.

Dormole has therefore established a comprehensive business continuity programme and corporate strategies to support the key business functions and to mitigate the potential impact of any local or national disruption.

### **Scope:**

- **Sales & Customer Support:**

The Dormole multi-branch structure provides a resilient and diverse supply chain service, providing the flexibility to support customers regionally and nationally. Our policy of holding high levels of stock also mitigates the impact of supply chain delays.

- **Logistics:**

Dormole operates a robust national and international transport network with our Logistic partners. In addition, a fully integrated bespoke IT solution is used to efficiently manage customer orders and deliveries.

- **Disaster Recovery:**

Dormole utilises multiple data centres which are connected via a secure private IT network, providing excellent business resilience. These are supported by our own team in conjunction with external infrastructure partners. Data management, replication and backup strategies are all done in accordance with the company's GDPR policies.

Regular DR tests are carried out, to ensure that the business can continue to operate effectively.

- **Planning & Analysis:**

Risk assessments are completed to identify and review any corporate and commercial risks. The results of these are used to inform and enhance the Dormole business continuity plans and strategies.

Statement has been approved by the Board of Dormole Limited.

A.J. T. Strong  
Director and Chairman

March 2021