

COCKTAILHIRE

Business Continuity Plan

1. Purpose

This plan outlines our approach to ensuring continuity of service in the event of disruptions such as staff illness, transport issues, equipment failure, or supplier shortages.

2. Key objectives

- Maintain service delivery with minimal disruption
- Protect staff and clients
- Ensure rapid, effective communication
- Restore normal operations as quickly as possible

3. Risk areas & mitigation

Staff availability

- Maintain a pool of trained backup bartenders
- Cross-training across roles

Equipment failure

- Maintain spare bar equipment and essential tools
- Regular equipment checks and PAT testing

Supply chain delays

- Secondary backup suppliers for spirits, mixers, and consumables
- Emergency stock buffer for high-demand items

Transport disruption

- Multiple vehicle options and rental contingencies
- Early dispatch planning for large events

4. Emergency procedures

In case of major disruption:

- Assess impact
- Inform client immediately with proposed solutions
- Activate relevant backup resources
- Document incident and outcomes

5. Communication

Clients will be contacted via phone and email with immediate updates and alternative arrangements.

6. Review

Reviewed annually or after any incident requiring activation of the BCP.