



Client Stories **Emergency Planning Solutions Ltd**

Dixons Contractors

Founded in 1973, Dixons Contractors is one of Northern Ireland's leading construction companies with a reputation for quality workmanship and special attention to detail. Having already achieved [ISO 9001:2008](#) (Quality Management) certification in [ISO14001](#) (Environmental Management) and [OHSAS 18001](#) (Occupational Health and Safety Management) certification, Dixons decided to aim for BS25999 (Business Continuity Management) and approached EPS for assistance.

The process commenced with agreeing the scope of the Business Continuity Management capability and a programme for delivery with Dixons' CEO. A series of stages involving staff training, interviews and data collection led to the formulation of Business Unit Resumption Plan, which was then approved by each unit manager.

A validation exercise was then completed using a table-top format. As well as providing an excellent confidence-building tool, the exercise also highlighted areas for improvement, which EPS documented in the Post Exercise Report, along with a comprehensive Action Plan for addressing the gaps.

A full training, exercise, audit and documentation review programme was established and rolled out prior to BSI audit for accreditation to BS25999 (Business Continuity Management).

Dixons Contractors were subsequently successful in their bid for accreditation and are the first construction company in Ireland and only the third in the UK to achieve this accolade. Since implementing the business continuity management system, Dixons has experienced a number of business interruptions, none of which have affected the delivery of key products and services to their clients.

Dixons Contractors retains EPS on an annual support contract.