

# Freeway Medical Business Continuity Plan

## Overview Document 2026

### 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 and Freeway Med-Tech are trading names of Chromis UK Ltd, a UK-based manufacturer and supplier of medical furniture, medical workstations on wheels, powered and non-powered computer carts, and associated medical-grade technology solutions. Operating from its manufacturing and assembly facilities in Thatcham, Berkshire, Freeway Medical maintains in-house capabilities across CNC machining, welding, powder coating, electrical integration and final assembly, enabling a high degree of control over quality, lead times and operational resilience.

The continuity of Freeway Medical's operations is critical to supporting healthcare providers and ensuring the ongoing availability of equipment used within clinical environments. As such, Business Continuity and Disaster Recovery (BCDR) planning is embedded within the organisation's governance framework and forms an integral part of its operational and risk-management strategy.

This Business Continuity and Disaster Recovery Plan (BCDR Plan) sets out the strategies, structures and procedures in place to mitigate the impact of disruptive incidents and to ensure the continued delivery of products and services in the event of an interruption. The plan addresses a range of potential internal and external risks, including infrastructure failure, utilities disruption, supply-chain interruption, IT and communications failure, workforce disruption and extreme weather events.

This 2026 edition of the BCDR Plan reflects Freeway Medical's current operational structure and risk profile and incorporates improvements identified through formal testing and review activities. A full operational simulation was conducted on **14 January 2025**, followed by a **desktop Business Continuity review and scenario validation exercise on 9 February 2026**. Findings from these exercises have been reviewed by senior management and embedded within this plan as part of a continuous improvement approach.

The BCDR Plan is reviewed at least annually, following any material operational change, or in response to a live incident. It aligns with NHS Emergency Preparedness, Resilience and Response (EPRR) principles and supports Freeway Medical's contractual obligations under **Schedule 2, Clause 6 of the NHS Supply Chain framework agreement**, ensuring that continuity arrangements remain reasonable, proportionate and appropriate to the criticality of services provided.

## 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 Business Continuity Testing

Freeway Medical conducts regular Business Continuity and Disaster Recovery (BCDR) testing to ensure the ongoing effectiveness and relevance of this plan.

- A **full tabletop and operational simulation** was conducted on **14 January 2025**, simulating a prolonged power outage affecting manufacturing and IT infrastructure.

- A **desktop (tabletop) Business Continuity review and scenario validation exercise** was completed on **9 February 2026**, involving senior management, operations and technical leads.

The 2026 desktop exercise reviewed escalation procedures, communication routes, IT resilience, power continuity, supply chain disruption scenarios and recovery priorities.

### 8.2 Continuous Improvement

Findings from all tests are formally reviewed by senior management and embedded into the Business Continuity Plan. Improvements implemented and validated for 2026 include:

- Enhanced backup power protocols and additional fail-safe measures
- Increased buffer stock levels for critical components and materials
- Updated incident communication templates for faster stakeholder notification
- Resolution of an identified external electrical infrastructure vulnerability, including replacement of a thermal cable breaker and mitigation actions to prevent recurrence

The Business Continuity Plan is reviewed **at least annually**, following any live incident, or where there is a material change to operations, infrastructure or risk profile.

## 9. Business Continuity Testing & Compliance with NHS Supply Chain

In compliance with our contractual obligations, Freeway Medical:

- **Conducts annual business continuity tests**, including simulated disaster recovery scenarios.
- **Maintains a dedicated incident management team**, responsible for activating and coordinating the BCDR plan.

- Ensures that all business continuity measures are **reasonable and proportionate to the size and scope of our operations and the criticality of this framework agreement to NHS Supply Chain and participating authorities.**

- Will provide **reasonable and proportionate documentary evidence** of our business continuity tests **at least once every twelve (12) months**, or upon request by NHS Supply Chain.

- Will submit **written reports** to NHS Supply Chain in the event of a **Business Continuity Event**, detailing the actions taken and recovery efforts implemented.

- The Business Continuity Plan was formally **reviewed and reaffirmed for 2026** following a desktop test conducted in February 2026.

## 10. 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.



Mr Neil C Jones - Director

Date: 10<sup>th</sup> February 2026