



GENPART SERVICES LIMITED

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## GENPART SERVICES LTD

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Dealers in: Lister Petter, Perkins, Deutz, Kubota, Yanmar, SDMO-Kohler, Cummins &  
China Gensets. Parts & Services for all types of generators, earthmoving equipment,  
Industrial & Agricultural Machinery  
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# Code of Conduct

September 2023

# Business Continuity Plan

## Introduction

This plan has been designed to prepare Genpart Services Ltd to cope with the effects of an emergency or crisis. It is intended that this document will provide the basis for a relatively quick and painless return to “business as usual” regardless of the cause.

## Objectives

1. Understand the critical functions and activities of the organization.
2. Analyze and respond to the risks to the organization.
3. Provide a detailed, prioritized and timetabled response to an emergency situation.
4. Identify the key roles, responsibilities and contacts to respond to an emergency.

Critical Functions Checklist		
Folio Ref	Incidents	Response Plan
1	Diseases outbreak and pandemics	Adopt a crisis management system with adherence to advise and directions of the Ministry of Health
2	Fire Disaster <ul style="list-style-type: none"><li>• Loss or damage of property</li><li>• Loss or damage of non-physical assets including data and information</li></ul>	<ul style="list-style-type: none"><li>• Representation by our insurance service provider</li><li>• Data recovery from online repositories</li></ul>
3	Loss of Income <ul style="list-style-type: none"><li>• Disability of senior managers or key employees and business owners</li><li>• Debilitating sickness that drains income</li></ul>	Medical health and life insurance
4	Management of Fraud & Cyber Crime	Adhere to laid down procedures and internal control measures that ensure proper documentation and recording of all financial transactions
5	<ul style="list-style-type: none"><li>• Death of senior managers or key employees and business owners</li><li>• Loss of key employees to competitors</li><li>• Minimum staffing requirements</li></ul>	Replacement with staff with equal or greater skill sets  Adherence to company's HR Policy
6	Unprecedented changes in tax laws and other regulations that require deployment of more time and capital	<ul style="list-style-type: none"><li>• Operate a crisis reserve</li><li>• Consult professionals on functional tax planning</li><li>• Deploy a cost-effective approach</li></ul>

7	<ul style="list-style-type: none"> <li>• Unfair competition from other firms</li> </ul>	<p>Grow market share by cementing professionally recognized pillars such as:</p> <ol style="list-style-type: none"> <li>1) Vision and Branding,</li> <li>2) Identifying customer pain points,</li> <li>3) Generating Demand, and finally,</li> <li>4) Building Meaningful Relationships with your customers</li> </ol>
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## Other Factors that Ensure Business Continuity

It is not enough to create a response plan to crisis that occur commonly to SMEs. Genpart considers adherence to an operations efficiency plan and a financial management plan. Some key elements of each are defined below:

### OPERATION EFFICIENCY

- 1) Customer Satisfaction,
- 2) Employee Engagement,
- 3) Commercial Impact,
- 4) Efficient Resource Usage

### PROPER FINANCIAL PLAN

- 1) Cash flow management – managing available cash and reserves
  - a. Managing how much is coming in vs. out
  - b. Ensure that ‘out’ includes recurring debts, loans
  - c. Ensure that the business has a cash reserve or highly liquid assets
  - d. Net worth should go to at least a half of total assets
- 2) Protect the business owner (*included in table shown above*)
  - a. It is unwise to insure against every single risk
  - b. It is highly recommended that business owners be insured against ‘big’ things that result in income drain e.g. medical, disability and death (life insurance)
- 3) Grow money
  - a. Keeping money at the bank makes it shrink. Reason, inflation is greater than bank interest
  - b. A general guideline is to ensure that 50% of net worth is tied to investments that grow the organization’s capital base
- 4) Tax Planning (*included in table shown above*)
  - a. Keep small business under a business name and not under Ltd. Corporate tax is 30% as compared to individual income tax
  - b. Always include higher expenses like directors’ remuneration and wages in the expense ledger of an LTD. Better PAYE than 30% corporate tax
  - c. Accelerate tax credits at the end of the year. Expend for next year quarter in December