

Adaptive Web Ltd
Disaster Recovery &
Business Continuity

V151123

November 2023

adaptive

1.0. Objectives

1.1. To ensure that Adaptive Web Ltd has appropriate contingency plans in place in the event of any issue or event occurring with the potential to significantly impact the organisation's ability to:

- 1.1.1. Provide high quality services to its customers; and/or
- 1.1.2. Maintain the confidentiality, integrity, and availability of its information assets.

2.0. Scope

2.1. This plan applies to all processes, work activities, and work areas under the control of the organisation.

3.0. Responsibilities

- 3.1. It is the responsibility of the Managing Director to ensure that sufficient resources are made available to enable this plan to be implemented, maintained, and tested.
- 3.2. It is the responsibility of the Managing Director to ensure the implementation, maintenance, and effectiveness testing of this plan and to report test results at management review meetings.
- 3.3. Individual responsibilities for members of the Business Continuity Team are detailed in Section 9.
- 3.4. It is the responsibility of all employees to identify and report all instances that could impact the organisation's ability to provide services to its customers.
- 3.5. It is the responsibility of all employees to maintain awareness of the continuity arrangements detailed in this plan that are relevant to them and the responsibilities assigned to them.

4.0. Definitions

4.1. Business continuity event (BCE): Any issue or event occurring that has the potential to significantly impact the organisation's ability to provide high quality services to its customers, or to maintain the confidentiality, integrity, and availability of its information assets.

5.0. Associated Documents

5.1. All associated documents referred to in this procedure are highlighted in bold and underlined.

6.0. Testing

6.1. The arrangements detailed in this plan are effectively tested daily as all of the systems used are part of our daily BAU processes.

7.0. Storage

7.1. This plan will be stored on Confluence.

8.0. Priorities

8.1. For all BCEs occurring, the following processes and activities are prioritised:

- 8.1.1. Priority 1: Ensure the safety and welfare of the organisation's employees, customers, contractors, visitors, and the public;
- 8.1.2. Priority 2: Maintain uptime for customer websites;
- 8.1.3. Priority 3: Maintain access to customer websites (code, etc);
- 8.1.4. Priority 4: Restore access to employee email services;
- 8.1.5. Priority 5: Restore access to customer service software tools and supporting files;
- 8.1.6. Priority 6: Restore access to accounting software tools and supporting files;
- 8.1.7. Priority 7: Restore access to all other business software tools and files

9.0. Business Continuity Team

9.1. The following individuals have been appointed as members of the Business Continuity Team. When a BCE arises, they will assume the roles and responsibilities detailed in the table below:

Name	Risk	Responsibilities
Dan Frost Contact details in Confluence master doc	Business Continuity Team Leader	Declare a BCE live Assemble the Business Continuity Team Change the white lightbulbs to red ones Direct resources and response actions to achieve priorities detailed in Section 8 Complete the Business Continuity Event Log (JIRA tickets) Declare a BCE closed Stand down the Business Continuity Team
Pete Graylish Contact details in Confluence master doc	Deputy Business Continuity Team Leader	Deputise for the Business Continuity Team Leader in their absence
Larissa Chapman Contact details in Confluence master doc	Primary HR contact	Liaise with medical authorities and first aiders Manage all HR issues including implementing teleworking, additional employee cover, contacting concerned relatives/partners Provide status updates to employees

Debbie Heard Contact details in Confluence master doc	Deputy HR contact	Deputise for the primary HR contact in their absence
Kieran Osborne Contact details in Confluence master doc	Primary IT contact	Restore/maintain all IT and telecoms systems Acquire/implement replacement IT and telecoms systems as required
Michael Fisher Contact details in Confluence master doc	Secondary IT contact	Restore/maintain all IT and telecoms systems Acquire/implement replacement IT and telecoms systems as required