

## Our disaster recovery procedure.

**As part of the company's risk management procedure, we have reviewed our business continuity management framework and can confirm that the following measures have been adopted in order to eliminate and/or reduce risk as far as possible.**

### People

**Identified risk:** loss of knowledge and skill if staff leave.

**Mitigation:**

- Fully documented working practice available in both printed and electronic format as a reference tool.
- Maintenance of a pool of freelance staff who have worked with the company (often ex-employees) and are aware of company procedures and client design guidelines so that the knowledge is retained.
- Staff required to give adequate notice to allow for replacement – notice period may be longer for key staff.

**Timescales for recovery:** As and when staff leave; staff are replaced generally within one month if workloads necessitate. Increase use of freelance staff to cover any immediate increase in workloads that cannot be managed by existing staff levels.

### Premises (buildings and facilities)

**Identified risk:** loss of access to building (for any reason other than fire/flood).

**Mitigation:**

- Ability to access IT server remotely will allow for continued working.
- Provision within lease for re-siting business at landlord's expense if cause of inability to access is determined to be the fault of the landlord.
- Building fully insured.

**Timescales for recovery:** As per insurance but with ability to work remotely immediately by staff who have access to appropriate computer/software.

## Our disaster recovery policy

### Information Technology

**Identified risk:** IT service fails, no access to server so inability to work.

**Mitigation:**

- IT support contract in place to allow for a 6-hour response time.
- Server is backed up onto two alternate DAT tapes on a daily basis. The DAT tapes are stored in a fire proof safe and one copy is taken off site each week.
- Server is also backed up onto a mirror drive on a daily basis so that in the event of server failure, a mirror server can be set up within 7 hours.
- Client artwork is also archived onto DVDs and kept in a locked filing cabinet with a copy also sent to the client.
- Studio management software operates on a dedicated machine which is backed up hourly to minimise loss of data.

**Timescale for recovery:** Subject to issue, within 6 hours.

### Telecommunications

**Identified risk:** Loss of telecommunications resulting in clients being able to contact us.

**Mitigation:**

- Telephone lines covered by emergency care line with a 4-hour response time.
- Directors and key staff have mobile phones and calls are able to be diverted to these numbers in the event that the lines are not going to be operational within 24 hours.
- Numbers are held on co-efficient, the company's studio management workflow system.

**Timescale for recovery:** Temporary diversion available within 8 hours.

### Non-electronic information (paper)

**Identified risk:** Loss of physical copies in the event of fire, flood or theft.

**Mitigation:** Information identified as important is scanned into an electronic form and then uploaded to the server for storage.

**Timescale for recovery:** Subject to issue, if the IT system is affected, within 4 hours.

### Equipment

**Identified risk:** Failure of equipment due to age, theft of small portable equipment.

**Mitigation:**

- The most important equipment has been identified as computer equipment and associated software to enable design staff to carry out their work. This equipment is maintained and replaced on a cyclical basis to ensure that it is kept up to date. Hardware is also replaced as and when it reaches the end of its useful life.
- Portable equipment is made available only to senior staff who are required to ensure it is kept safe and secure at all times. Portable items are covered on the company's insurance policy.
- All computer equipment is backed up on a daily basis, including portable laptops. No work is stored on local drives.

**Timescale for recovery:** In extreme emergency, replacement machines are available within one day.

## Our disaster recovery policy

### Suppliers

**Identified risk:** Supplier is unable to meet deadlines and/or ceases to trade. The main risk is identified as being commercial printers.

**Mitigation:**

- Delivery deadlines are set in consultation/ negotiation with suppliers and clients are consulted and informed at all stages. Cost implications for non-delivery remains with the supplier rather than ourselves.
- The company maintains a panel of printers and ensures a fair spread of work with each to spread risk.
- Before appointing new suppliers, references are taken up in respect of quality of work, quality of service and financial credit checking.

**Timescale for recovery:** Sufficient panel printers available to pick up work. All suppliers continually reviewed and alternates identified.

### Financial

**Identified risk:** Cash flow problems if clients do not pay on time.

**Mitigation:**

- Invoices are sent promptly on completion of work (not at the end of the month).
- Credit terms are 15 days only.
- Credit checks are done on new clients.
- Invoices are chased when they are due.
- Statements are sent as necessary and followed up with telephone calls.
- Use of debt collection agencies in cases of non-payment followed by county court proceedings if necessary.
- New clients and/or larger projects will be invoiced in advance and required to pay before commencement of work.
- Payment to 3rd party suppliers (eg printers) not made until client has settled the invoice.

**Timescale for recovery:** Cashflow reviewed daily. Accounts prepared monthly. Good relationship with bank to overcome any short term issues.