Business Continuity

To set out Ouno Creative's diaster recovery plans in the event of a catastrophic loss of function that could affect continuity of operation.

BUSINESS FUNCTION RECOVERY PRIORITIES

Disaster recovery teams will use this strategy to recover essential business operations at an alternate location site. The information system and IT teams restore IT functions based on critical business functions.

- Protect and recover client assets
- Protect and recover capital assets

RELOCATION STRATEGY

- Data is all recoverable via offsite server and automated daily back-ups
- Managed offices – we have access to other premises operated by the landlord in the event of relocation.

ALTERNATE BUSINESS SITE

We will use the alternate business site and relocation strategy in the event of a disaster or disruption that inhibits the continuation of our normsal business processes at our usual business site.

This strategy includes both short-term and long-term relocation sites in the case of both types of disruptions.

- Short-term strategy: Tried and tested work-from-home policy: All staff have access to hardware and software to work and communicate effectively from home. This has been tested during the COVID pandemic of 2020.

- Long-term strategy: Regus landlord can provide alternative premises.

RECOVERY PLAN

Our IT suppliers have their own policies related to recovery which aim to protect their clients (us) and our data. We have the necessary insurances to reclaim a majority or all of our losses in terms of capital assets.

As a knowledge-based business, the value in our business is in our people's expertise and skills, rather than in site-specific plant or equipment, so our business operations can recover and continue uninterrupted, even in the event of total loss of the site.

RECOVERY PHASES

These are the activities most needed for the business to continue, and the recovery plan should target these essential business functions. The recovery plan should proceed as follows:

Disaster occurrence
The company declares a disaster and makes the decision to activate the rest of the recovery plan.

Plan activation
During this phase, the company puts the business continuity plan into effect. This phase continues until the company secures the alternate business site and relocates the business operations.

Alternate operation
This phase continues until the business can restore the primary facility.

Transition to primary site
This phase continues until the company can appropriately move business operations back to the original business site.

RECORDS BACKUP

We have external IT support who provide daily offsite back-up of all data.

Data is held centrally on a server and so is subject to these protection policies.

The server is mirrored, with multiple redundant systems built in, to ensure our data is not dependent on any single element of the system.

RESTORATION PLAN

Disaster recovery/IT teams maintain, control, and periodically check on all the records that are vital to the continuation of business operations and that would be affected by facility disruptions or disasters. The teams periodically back up and store the most critical files at an offsite location.

The restoration plan is to invoke our IT supplier's disaster recovery protocol. We would have almost instantaneous restoration of access to our data.

RECOVERY TEAMS

The company establishes recovery teams and divides the participants into appropriate groups based on job role and title. The organization designates a team leader for each team. It assigns a specific role or duty to each remaining member of the team.

TEAM ROLES

Team Leader: Adrian Broadway Backup

Team Leader: Simon Pipe

Team Member: Robin Watson

TEAM CONTACTS

Stored in the Contact List Appendix (confidential, not available to view outside the business)

TEAM RESPONSIBILITIES

Incident Commander: Adrian Broadway

HR/PR Officer: Robin Watson

Information Technology: Adrian Broadway

Finance/Admin: Simon Pipe

Legal/Contacts: Simon Pipe

The company details the specific activities or tasks needed to recover normal and critical business operations. It describes each strategy by enumerating the specific set of activities and tasks needed to recover appropriately.

1. **Disaster Occurrence**: A disaster is acknowledged and emergency services contacted as appropriate

2. **Notification of Management**: The Recovery Team is notified, followed by the rest of the team

3. **Preliminary Damage Assessment**: Non-Recovery Team personnel are re-located to home working as appropriate and remain on standby to assist remotely.

4. **Declaration of Disaster**: The Recovery Team declares and describes the nature and extent of the disaster.

5. **Plan Activation**: The Disaster Recovery Plan is put into effect.

6. **Relocation to Alternate Site**: At least one member of The Recovery Team will attend the site as appropriate. Otherwise, all personnel will re-locate to home working, to act remotely.

7. **Implementation of Temporary Procedure**: Temporary procedures will be initiated, including communications procedures and client management procedures

8. **Establishment of Communication**: We will use our established Whatsapp and Teams channels to keep real-time communication open between the whole team.

9. **Restoration of Data Process and Communication with Backup Location**: The Recovery Team will liaise with the IT supplier to put their disaster recovery protocols into effect on our behalf, and communicate this to the rest of the team.

10. **Commencement of Alternate Site Operations**: Alternate site operations (home working) will commence with no, or almost no, discontuity.

11. **Management of Work**: COVID has tested and strengthened our ability to work autonomously and remotely. We are well-used to managing work remotely. The team structure will continue to apply during remote working.

12. **Transition Back to Primary Operations**: This envisages a single, central alternative location. This would almost certainly be provided by Regus, the landlord, on an ongoing basis, but is not actually a priority, given the nature of our work and our ability to work remotely.

Last updated: January 2024