whitewater

DISASTER RECOVERY POLICY
2022

whitewater

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DISASTER RECOVERY POLICY

1. About This Disaster Recovery Plan

1.1 Purpose and Scope of This Plan

This plan has been designed and written to be used in the event of a disaster affecting Whitewater Display Limited at Station Road, Elmswell, Bury St Edmunds & The Gasworks, Leigh On Sea. This plan is structured around teams, with each team having a set of specific responsibilities.

The decision to initiate disaster recovery procedures will be taken by the Disaster Management Team Leader or their deputy after assessing the situation following a disaster or crisis.

If the Disaster Management Team Leader decides to initiate disaster recovery procedures, then all members of the recovery teams will follow the procedures contained in this plan until recovery is complete. This plan contains all the information necessary to restore an operational service in the event of a serious disruption of computer services at the production facilities in Manasty Road, Peterborough.

1.2 Updating This Plan

This plan must be kept up to date. It is the responsibility of James Boughton to ensure that procedures are in place to keep this plan up to date.

If, whilst using the plan, you find any information which is incorrect, missing or if you have a problem in understanding any part of this plan please inform James Boughton so that it may be corrected. It is important that everyone understands their role as described in this plan

Updated versions of the plan are distributed to the authorised recipients, listed in Section 1.3, Distribution List.

1.3 Distribution List

Name	Copy Number
Martyn Pearson	
James Boughton	
Simon Pollard	
Andy Connacher	

1.4 Plan Objectives

A disaster is defined as an incident which results in the loss of computer processing or print production at the Whitewater Display Limited sites in Elmswell, Bury St Edmunds & Leigh on Sea to the extent that relocation of operations to a Standby Facility must be considered. A disaster can result from a number of accidental, malicious or environmental events such as fire, flood, terrorist attack, human error, and software or hardware failures.

The primary objective of this Disaster Recovery Plan is to ensure the continued operation of identified business critical systems in the event of a disaster.

1.5 Specific goals of the plan are:

- To be operational at the standby facility within 1 working day of a standby invocation
- To operate at the standby facility for up to 2 months
- To reinstate Whitewater Display Limited 's facilities in the Whitewater Display Limited premises within the maximum working standby period
- To minimise the disruption to Whitewater Display Limited's business

2. Recovery Teams and Responsibilities

2.1 Disaster Management Team

The Disaster Management Team is responsible for providing overall direction of the disaster recovery operations. It ascertains the extent of the damage activates the recovery plan and notifies the team leaders. Its prime role is to monitor and direct the recovery effort. It has a dual structure in that its members include Team Leaders of other teams.

The Disaster Management Team Leader is responsible for deciding whether or not the situation warrants the introduction of disaster recovery procedures. If they decide that it does, then the organisation defined in this section comes into force and, for the duration of the disaster, supersedes any current management structures.

The Disaster Management Team operates from the Command Centre.

2.2 Responsibilities

- Evaluating the extent of the problem and potential consequences
- Notifying senior management of the disaster, recovery progress and problems
- Initiating disaster recovery procedures
- Co-coordinating recovery operations
- Monitoring recovery operations and ensuring that the schedule is met

- Documenting recovery operations
- Liaising with user management
- Expediting authorisation of expenditures by other teams
- Recording emergency extraordinary costs and expenditure
- Making a detailed accounting of the damage to aid in insurance claims
- Ensuring that appropriate arrangements are made to restore the site and return to the status quo within the time limits allowed for emergency mode processing
- Approving the results of audit tests on the production processes which are carried out at the standby facility shortly after they have been produced
- Declaring that the Disaster recovery Plan is no longer in effect when computer processing is restored at the primary site

2.3 Operations Team

The Operations Team is responsible for the production environment and for performing tasks within those environments. This team is responsible for restoring production capabilities as well as testing the standby sites equipment and systems to ensure the quality of production is to regular standards.

2.4 I.T. Operations

The I.T services for Whitewater Display Limited including network maintenance and data protection services are supplied by Pixonix LTD as part of an inclusive I.T. management agreement.

The disaster recovery team management will maintain contact with Pixonix LTD to communicate when the activation of disaster recovery procedures has been activated, as well as ensuring the correct level of service restoration is in progress.

2.5 Restoring Computer Data

Whitewater Display Limited operate the following key services, off-site and with their own multiple destination backups for service restoration. The management of these systems restoration processes is beyond the scope of this document. These systems are listed below along with the provider.

2.6 Work in Progress Data Sets

Whitewater Display Limited operate cloud mirrored network storage appliances for storing production critical work files. This on site storage is mirrored off-site to multiple data center locations via the 'Egnyte Cloud File Service'.

3. Business Continuity Plan

General Information	
Business Name	Whitewater Display Ltd
Business Address	Units 6a & 6b Station Road Ind Est, Elmswell, Suffolk, IP30 9HR
Date	03 December 2021
Prepared by	Andy Connacher

3.1 Scope and Objectives

The purpose of this Business Continuity Plan is to have an executable plan for Whitewater Display Limited in case of an emergency.

This Business Continuity Plan will be triggered in the event of:

- An epidemic, pandemic or disease
- A natural disaster
- A technology issue including but not limited to a data breach or cybersecurity attack
- A fire

3.2 Business Function Priorities in the event of an Epidemic, Pandemic or Disease

An epidemic, pandemic or disease would impact business functions in the following ways:

Service Delivery

Impact on Function: Disruptions would negatively impact our customers and their ability to buy our goods and receive our services.
Recovery procedure: Staff to work from home
Resource requirements: Laptops, Internet and Desks

Staff

Impact on Function:

- It could be physically unsafe for staff to come and go from the workplace, e.g. by using public transport
- Staff may have increased care/family responsibilities and due to school closure or sick family members
- Staff may leave their jobs because of potential or actual safety concerns and/or incidents
- Staff may experience personal trauma such as death or sickness of family members as a

result of the epidemic/pandemic/disease

Recovery procedure: Health and Wellbeing
Resource requirements: Company Manual

3.3 Business Function Priorities in the event of a Natural Disaster

A natural disaster would impact business functions in the following ways:

Service Delivery

Impact on Function: Loss of communications
Recovery procedure: Staff to work from home and if they have no broadband connection, they use the mobile devices supplied
Resource requirements: Laptops, high-speed communication links

Staff

Impact on Function: Loss of personnel
Recovery procedure: Contact Menta
Resource requirements: Agency Staff

3.4 Business Function Priorities in the event of a Fire

A fire would impact business functions in the following ways:

Service Delivery

Impact on Function: Office not useable
Recovery procedure: Staff to work from home or Kings Road, Bury St Edmunds, IP33 3DE
Resource requirements: Laptops, Home Broadband or Mobile Devices

Staff

Impact on Function: Loss of Personnel
Recovery procedure: Contact Menta
Resource requirements: Agency Staff

3.5 Business Function Priorities in the event of a Technology Issue

A technology issue would impact business functions in the following ways:

Service delivery

Impact on function: Cloud Storage outage

Recovery procedure: Revert to Hard Drive Back up
Resource requirements: Hard Drives stored nightly at office and MD's home

Staff

Impact on function: Power outage
Recovery procedure: Staff work from Home
Resource requirements: Laptops and home Broadband or mobile internet devices

4. Recovery Plan

4.1 Response Personnel

The recovery team is responsible for maintaining business continuity and acting upon this Business Continuity Plan to ensure minimal business disruption.

Team Leader: James Boughton
Email Address: jamesjboughton@whitewater.co.uk
Role: Studio Director
Responsibilities: Reschedule staff and IT/Comms Resources, ensuring staff are back up and running as soon as possible.

Team Members

The following are the current team members on the recovery team:

Team Member: Andy Connacher
Email address: aconnacher@whitewater.co.uk
Role: MD
Responsibilities: Coordinate Communications

4.2 Relocation Strategy

A. Teams to be relocated:
   • Suffolk Design Team - At an alternate worksite
B. Resources/equipment to be relocated:
   • Laptops
C. Details of alternate business site:
   • Working from home
   • King's Road, Bury St Edmunds, Suffolk, IP33 3DE, England

4.3 Communications

A. Internal Communications
   The staff member in charge of internal communications on the current state of recovery is:

Name	Email Address	Role
Andy Connacher	aconnacher@whitewater.co.uk	MD

B. External Communications

The staff member in charge of internal communications on the current state of recovery is:

Name	Email Address	Role
Andy Connacher	aconnacher@whitewater.co.uk	MD

C. Suppliers

Andy Connacher is responsible for contacting suppliers to keep them up to date on the business' current status. Andy Connacher is the MD at Whitewater Display Limited. To reach Andy Connacher, you can email them at aconnacher@whitewater.co.uk.

Please see below for a list of the business' suppliers and their contact information:

Supplier: Dropbox
Contact at supplier: Live chat

Review and Testing

This Business Continuity Plan will be reviewed annually and will be tested weekly.

Plan Revision History

Version	Date Issued	Reason For Update
1.2	01/01/2021	New Plan
1.3	01/01/2022	Annual Renewal
1.4	02/01/2023	Annual Renewal

Signed

A Connacher, Director

Please make reference to document WW_Plant List_2022.pdf