



## Canford Disaster Recovery & Business Continuity Plan

### 1.0 Introduction

The Company recognises the need to have a comprehensive continuity recovery plan. The following procedure sets out the contingency measures that the Company will bring into effect in the event of a disaster or major incident that has affected its business.

### 2.0 Identify disasters / risks

A disaster can take many forms. Disasters can include but are not limited to:

- Acts of terrorism
- Fire
- Flood
- Disease epidemics / pandemics
- Loss of power
- Severe weather
- Structural changes
- Sudden death or incapacity of key staff
- Loss of IT capability including hacking incidents

Any one of these disasters can prevent the Company from working at its normal work location or at a viable capacity. Depending upon the severity of any of the above incidents, the Chief Executive Officer (CEO) may decide to commence the Activation Plan with assistance from the Disaster Recovery Lead.

### 3.0 Business Priorities

In the event of any major incident occurring within the Company, the below priorities have been set by the CEO and the Disaster Recovery Team (DRT).

Priority	Service / Action	Time Scale
1	Contact all Company Directors and DRT	3 hours
2	Contact Insurance Providers	3 hours
3	IT data backup via Databanx. Ensure all Directors, DRT and Field Sales staff have IT access either at the temporary control centre or home base.	7 hours
4	Contact all key customers and suppliers; issue contact information based on the temporary control centre being used until normal service is resumed.	12 hours



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<b>5</b>	Access to GP and other internal systems to ensure orders, invoicing and payroll can all be processed.	48 hours
<b>6</b>	Temporary operating facility (if required) to be sourced and a short-term lease secured.	7 days
<b>7</b>	Normal business operations to be fully resumed	1 month

Please note timescale depends on disaster severity.

### 4.0 Disaster Recovery Team (DRT)

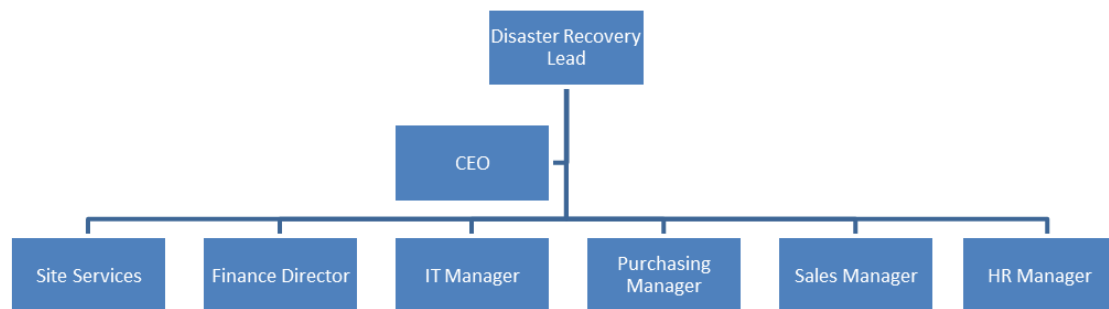
A select group of employees have been identified and informed of their role and responsibilities within the DRT as outlined below.

Function	Job Title	Key Responsibilities
Directors	CEO	Media Communication Website Updates
Directors	Operations Director (Lead DRT)	Lead Disaster Recovery Team Building Repairs Sourcing temporary workspace and equipment
Site Services	Site Services & HSE Manager	Building repairs Utility Companies Security Risk Assessments
IT Services	IT Manager	IT Recovery Data Suite Providing alternative IT work space
Purchasing	Purchasing Manager	Supplier Priority List; containing all key supplier contact information (Appendix 2)
Sales	Sales Managers	Customer Priority List; containing all key customer contact information (Appendix 1)
Finance	Finance Director	Contact all Insurance Providers (Appendix 3)
Human Resources	HR Manager	Contact employees Maintain regular contact with all staff and provide updates.

### 5.0 Disaster Recovery Team – Call Chart

All members of the DRT are responsible for ensuring all contact information is kept up to date and passed to the Disaster Recovery Lead.

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The Disaster Recovery Lead will be responsible for notifying the DRT should a disaster occur. The DRT will then alert their own department staff of such an incident should assistance be needed.

### 6.0 Activation Plan

This plan will become effective when a disaster and/or loss of business continuity occurs.

1. The Disaster Recovery Lead will notify those listed within the DRT via the planned Call Chart.
2. Each member of the DRT will begin to carry out their key responsibilities within the designated time frames as per the Business Priorities.
3. Assessments will be made to the damaged area, with support of local emergency services and/or authorities depending on the extent of damage occurred.
4. Advice from Insurance providers to be followed and actioned.
5. Once the Data Suite is fully operational (ideally within 24 hours) the IT Manager will instruct the DRT on a staff rota system on who can occupy the suite and which members of staff can effectively work from home.
6. Develop a restoration priority list, identifying specific equipment and facilities that may need to be sourced temporarily.
7. Ensure all staff are kept informed and provide regular updates throughout the period of disruption.
8. All media communications to be passed to the CEO for subsequent action.

#### Evacuation (working hours)

Should an evacuation be required during working hours, then details listed within the Company's Fire and Emergency Evacuation Procedure should be followed.



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### 7.0 Supporting Information

#### Website

During any incident, the Company website will be updated to give regular and up to date information to both internal and external stakeholders.

#### Staff

Should any incident cause disruption to normal working hours, the Activation Plan will have begun. All staff will be notified within a reasonable time frame of the incident/disaster and potential timescales for resuming normal duties. Any disruption to pay and benefits will be communicated to staff via Human Resources or a Director.

All staff will be reminded of the Employee Assistance Programme (EAP) should they need any additional support during such time.

#### Key Customers/Suppliers

A list of key customers and suppliers is contained within Appendix 1 and Appendix 2.

#### Media Communications

All communications with the media will be coordinated by the CEO.

#### Lone Working

Lone Working should be avoided; should there be a requirement for any employee to work alone during the incident period then a lone working risk assessment will be carried out by the Line Manager.

#### Reviewing the Procedure

Every effort will be made ensure this DRP covers all eventualities. However, over time the Disaster Recovery needs of the Company may change. As a result, this plan will reviewed on a periodic basis to identify any relevant changes that may be required.

The DRP will be updated yearly or any time a major system update or upgrade is performed.

Maintenance of the plan will include (but is not limited to) the following:

1. Ensuring that call chart is up to date.
2. Ensuring that all DRT lists are up to date.



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3. Reviewing the plan to ensure that all of the instructions are still relevant and any necessary changes made.
4. Ensuring that the plan complies with all relevant legislation.
5. If any member of the DRT no longer works with the company, it is the responsibility of the Disaster Recovery Lead to appoint a new team member.

Signed on behalf of Canford Audio Limited

Alan Wilson,  
Chief Executive Officer  
August 2023