Business Continuity Policy

1. Purpose

The purpose of this Business Continuity Policy (BCP) is to prepare Acceleraate Ltd should the ability to continue normal operations become impaired, caused by factors beyond our control (e.g., natural disasters, man-made events, partner cloud infrastructure failure), and to restore normality to the widest extent possible in a minimum timeframe.

All Acceleraate employees are expected to implement preventative measures whenever possible and to recover as rapidly as possible if an incident occurs. The plan identifies vulnerabilities and recommends necessary measures to prevent such operational disruption.

1.1 Scope

The scope of this plan is limited to ensure that key client services relating to the operation of the company are considered and plans implemented in the event of major problems. This is a business continuity policy, not a daily problem resolution procedures document.

1.2 Plan Objectives

- Serves as a guide for Acceleraate recovery teams.
- References all considerations in the event of a disaster.
- Provides procedures and resources needed to assist in recovery.
- Identifies parties that must be notified in the event of a disaster.
- Assists in avoiding confusion experienced during a crisis by documenting, testing, and reviewing recovery procedures.
- Identifies alternate sources for supplies, resources, and locations.

1.3 Assumptions

- Key people will be available following a disaster.
- A national disaster such as nuclear war is beyond the scope of this plan.
- This document is accessible immediately following a disaster.
- Each business functional area has its own plan consisting of unique recovery procedures, critical resource information and procedures.

2. Critical Operations Definition

Acceleraate's critical operations are defined as:

- Ability to support software built and/or supported by Acceleraate
- Ability to provide Managed Service/Technical Support services

3. Disaster Definition

Any loss of utility service (power, water), connectivity (system sites), or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in the service provided by Acceleraate. The plan identifies vulnerabilities and recommends measures to prevent operational disruption.

3.1 Recovery Teams

- Emergency management team (EMT)
- Disaster recovery team (DRT)

3.2 Team Member Responsibilities

- Each team member will designate and report a primary alternate working location
- Team members will familiarise themselves fully with this policy
- Team members will ensure that emergency phone numbers are stored in their personal phone

4. Invoking the Plan

This plan becomes effective when a disaster occurs. Normal problem management procedures will initiate the plan and remain in effect until operations are resumed at the original location or a replacement location and control is returned to the appropriate functional management.

4.1 Disaster Declaration

The SLT is responsible for declaring a disaster and activating the various recovery teams as outlined in this plan.

4.2 Notification

Regardless of the disaster circumstances, or the identity of the person(s) first made aware of the disaster, the plan will be activated immediately in the following cases:

- Two or more systems are completely down concurrently for three or more hours. All Acceleraate Ltd software is hosted in the cloud.
- Any problem at any system or network facility that would cause either of the above conditions to be present or there is certain indication that either of the conditions are about to occur

4.3 External Communications

Matt Cowell is designated as the principal contact with the media (radio, television, and print), regulatory agency, government agencies, and other external organisations following a formal disaster declaration. All external media requests must be escalated to Matt.

5. Emergency Management Procedures

The following procedures are to be followed by designated staff in the event of an emergency. Where uncertainty exists, the more reactive action should be followed to provide maximum protection and staff safety.

There is currently one type of event which this policy caters for: -

5.1 Infrastructure-based emergencies

This is where client-specific technical infrastructure is affected by a disaster and services are not operational. Client-specific infrastructure is hosted on either the client's cloud environment, or Acceleraate's cloud environment, neither of which are hosted in Acceleraate office locations.

6. Policy Review Process

Acceleraate is committed to continually review and improve all of our policies, and may make changes at any point. At the very least, all policies are reviewed annually and will be issued to all Acceleraate directors, employees, officers, as well as contractors under Acceleraate's direct supervision ("Colleagues").

7. Policy Maintenance

This policy is exercised on a regular basis in conjunction with third parties (wherever possible). The test is in the form of a walk-through, mock disaster, or component testing.

Staff records including contact numbers and designated alternate locations are maintained accurately in the HR SharePoint folder.

8. Business Recovery Phase

8.1 Infrastructure Based Emergencies - Target 24 hours full recovery

This section documents the steps necessary to activate business recovery plans to support client specific Disaster Recovery needs beyond our standard support offering.

8.1.1 Client-Specific Infrastructure

Client specific infrastructure is not hosted in Acceleraate office locations. It is hosted with a partner as a Cloud platform. In the event of partner infrastructure failure, and assuming that the provider's automatic failover provision is impaired, contact the partner's support function to ascertain the situation, and communicate this directly with affected clients according to SLA.

8.2 Technical Support/Managed Service Provision

8.2.1 Email Communications (Customer)

Acceleraate's email servers are hosted on Microsoft 365. In the event of Microsoft Cloud failure (>30 minutes) impairing the ability to receive technical support email notifications, the client's designated Account Manager will phone the client's named contact within 30 minutes to advise that support enquiries must be escalated by phone until advised otherwise.

8.2.2 Telephone Communications (Customer)

Acceleraate's phone system is Zoom Phone. It is hosted on Zoom Cloud infrastructure. In the event of cloud failure, the Technical Director will invoke automated failover to staff mobile phones (call forwarding). If this is not possible, the client's designated Account Manager will phone the client's named contact within 30 minutes to advise that support enquiries must be escalated by email until advised otherwise.

An alternative contact number (usually a mobile) will also be provided to reach the technical support team in the event of P1 escalations.

Version Control

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