

Disaster Recovery Plan

Potential Aspect	Potential Impact	Controls
Material supplier closes / ceases supply	Lack of raw material	Minimum dual sourcing is practiced, except where client specified / approved raw material is only available from one source.
Tooling supplier closes / ceases supply	Lack of tooling / tooling repairs	Minimum dual sourcing is practiced.
Equipment / machine breakdowns	Loss of capacity	All equipment fully maintained. All equipment functionality duplicated or provision available via subcontractors. Computers and printers covered by on site duplication. Hot-desking functionality as standard.
Van breakdown, damage or stolen	Delivery / collections could suffer	Use of 3 rd party couriers. Van hire.
Flood	Damage to building / plant and equipment	Dudley is on a hill, hence flooding very unlikely.
Snow and ice	Delivery vehicles / forklift may find it difficult to negotiate driveway slope	Snow clearing and spreading rock salt is carried out to maintain access.
Fire	Plant, equipment, WIP and raw materials stocks could be destroyed	We have three separate factory buildings plus an administration block. Adequate, well maintained fire extinguishers are available. <i>All major plant is fully itemised with current replacement suppliers and lead times.</i> Business Interruption Insurance in place to permit outsourcing if necessary until replacement buildings and plant are in place.
Power interruption	Production would be halted	Unlikely to be more than 1 day. Extra shifts would be worked to recover.
VOIP phone system provider failure	External communication disrupted	Phone calls automatically diverted to mobile phones.
Internet connection failure	External communication disrupted	Incoming mail can be monitored at ISP (outgoing mail halted temporarily). Phone calls automatically diverted to mobile phones. SLA of fix within 24 hours. 4G replacement router on site.
Server failure / power failure	IT resources interrupted, ERP and mail out of action	All servers / switches covered by APC Smart-UPS. Minimum one hour cover. All data held on RAID arrays with minimum one drive failure (spare drives kept on-site). All servers with dual redundant PSU's and processors (spares held on-site). Full BMR backups taken three times daily to different backup stores at different locations (including off-site). All servers with off-site identical pre-configured replacements. Total physical loss (hardware and software) recovery less than 24 hours.