

## **Fork Truck Direct Ltd Disaster Recovery Plan**

In the event of the loss of facilities at either unit 18 or 23 Red Hills Road, the following plan will be put into action.

Workshop engineers working within the affected unit with no useful tasks will be sent home.

Service engineers will work as usual.

Service control staff, Parts, Operations and Sales teams will be accommodated at the unaffected unit. Either utilising the sales office and meeting room in 23, or the class room in 18, both of which have adequate facilities for phones and IT equipment.

Our phones are VOIP and will work as usual plugged into any broadband anywhere in the world. Our system is remotely hosted and can be reconfigured over the internet to compensate for missing or damaged phones.

Our IT system is backed up overnight to an off site server, our main servers are in unit 23 there is a ghost server in 18. Should unit 23 be unusable we will have a short delay whilst the system is reconfigured.

E-mails are hosted off site and will be unaffected.

Should we lose our broad band lines we have the facilities to operate by using 4G dongles, already built into the phone system and will be established into the IT system by our IT providers. (This has been tested and ran for seven week when the main phone lines were stolen with no noticeable effect on our communications with our customers.)

At midday a progress meeting of the recovery committee which will consist of the directors, General Manager and Accounts Manager will take place to evaluate progress and action short falls.

Once established the customer support serve will be maintainable indefinitely until the re-establishment of a permanent system.

18<sup>th</sup> February 2016  
Review date February 2017  
S D Kidney  
General Manager