



# COMPRSA Disaster Recovery Plan

## Applicability

The business continuity plan applies to the functions, operations and resources necessary to restore and resume COMPRSA's operations as it is installed at 1 Leadwood Crescent, Port Elizabeth, South Africa, 6070.

COMPRSA's business continuity plan enables critical business activities to continue without interruption when unexpected events arise. This planning should result in risk reduction and less time spent in contingency and/or recovery phases when recovering the impacted operations.

The major goals of this plan are the following:

- To minimize interruptions to the normal operations.
- To limit the extent of disruption and damage.
- To minimize the economic impact of the interruption.
- To establish alternative means of operation in advance.
- To train personnel with emergency procedures.
- To provide for rapid restoration of service.

This plan establishes procedures to recover COMPRSA's operations following a disruption.

The following objectives have been established for this plan:

- Maximize the effectiveness of operations through the following phases:
  1. Notification/Activation phase to detect and assess damage and to activate the plan
  2. Recovery phase to restore temporary operations and assess damage to the system
  3. Reconstitution phase to restore system processing capabilities to normal operations.
- Identify the activities, resources and procedures needed to carry out processing requirements during prolonged interruptions to normal operations.
- Assign responsibilities to designated personnel and provide guidance for recovering hardware and software during prolonged periods of interruption to normal operations.
- Ensure coordination with other staff who will participate in the business continuity planning strategies.
- Ensure coordination with external points of contact and vendors who will participate in the business continuity planning strategies.

## Assumptions

The following assumptions were used when developing the business continuity plan:

- Backups of the application software and data are intact and available at the offsite storage facility.
- Communication is available
- Data center equipment is connected to an uninterruptible power supply (UPS) that provides electricity during a power failure.
- Equipment, connections and capabilities required to operate are available at the alternate site.
- Event is specific to the operations at COMPRSA and has not impacted other businesses within the local district
- Hardware and software at the original site are unavailable.
- Key contacts are available to coordinate the recovery process.

- Key personnel have been identified and trained in their emergency response and recovery roles; they are available to activate the business continuity and business continuity plan.
- Qualified business continuity plan personnel are available to perform the recovery activities and they are familiar with the procedures documented in this plan.
- Service agreements are maintained with hardware, software and communications providers to support the emergency system recovery.
- Technological recovery plans are addressed separately as part of the business continuity plans.
- The offsite storage or co-located standby site remains intact and accessible

### **Deliberate Disruption**

COMPRSA has examined potential disaster or emergency situations caused through activities which can be described as "organized disruption".

Potential emergencies include business disruption caused by one or more of the following events:

- Act of terrorism – assess the impact caused by explosions, bomb threats, hostage taking, sabotage and organized violence.
- Act of Sabotage – assess the impact caused by the disruption to operations.
- Act of war – assess the impact caused by conflicts between countries which may involve air strikes, ground strikes, invasion or blockades.
- Theft – assess the impact caused by the theft of goods, equipment, money or other valuables.
- Arson – assess the impact caused by deliberate attacks on COMPRSA's premises, causing loss of premises, goods and other assets.
- Industrial Action – assess the impact caused by the withdrawal of labor.

### **Environmental Disasters**

COMPRSA has assessed the potential environmental disasters and emergency situations below:

- Tornado - these can cause structural damage to building as well as injuries to employees and customers.
- Hurricane - these can cause flooding, structural damage, power failures, as well as injuries to employees and customers.
- Flood - floods can damage buildings, equipment and products, causing power failures and loss of facilities.
- Snowstorm - potential disruption caused by blizzards, ice, and freezing temperatures. Each of these can impact power, transport, logistics, and communications.
- Drought - potential disruptions caused by droughts, such as impact on stored goods, logistics, services and transport.
- Earthquake - potential disruptions, such as power, communication, water and sewerage services. Other issues relate to damages to buildings, bridges and other infrastructure
- Storms - potential disruptions, such as disruption to power, damage to electrical equipment including computer systems.
- Fire - potential disruptions, such as damage to facilities, interruption to services, production, staff safety, and associated issues such as theft and looting.
- Contamination - the impact of polluted water, chemicals, radiation, asbestos, smoke, toxic waste etc on your company's operations and employee health.

### **Services**

COMPRSA has prepared contingencies for any business disruption which may be caused by one or more of the following:

- Electrical power failure – the impact caused by interruptions to power, including lights, telephones, faxes, PCs and other areas such as hardware, networks, servers, and other IT equipment. Such outages could cause the loss of customer and/or business data, for example, online transactions that may have been partially completed by customers.
- Loss of gas supply – the impact caused by the loss of gas supplies and their impact on production.
- Loss of water supply – the impact caused by the loss of the water, for example, during production, transport, or employee sanitary needs.

- Oil shortage – the impact caused by oil and petrol shortage, such as impacts on production, transport, maintenance and other types of operations.
- Communications services breakdown – the impact caused by interruption to communications as these are required to run most business processes and enable employee to perform their duties.

### **Systems**

COMPRSA has prepared contingencies for any business disruption which may be caused by one or more of the following:

- Power – the impact caused by interruptions to power services, for example, by internal equipment or cabling failure.
- Air Conditioning – the impact caused by failures to the air conditioning system, for example, potential damages to products or computer equipment.
- Equipment – the impact caused by damages or unavailability to equipment required to run the business. COMPRSA has explored if it is possible to move to alternative sites to enable the business processes to continue.

### **Security**

COMPRSA has prepared contingencies for any business disruption which may be caused by one or more of the following:

- Cyber crime – the impact caused by computer-related crimes, such as hacking, denial of service attacks, virus attacks, hoax virus warnings and premeditated internal attacks.
- Loss of records or data – the impact caused by loss of data. COMPRSA has ensured that backup and recovery procedures are in place so your team can re-input any lost data.
- Disclosure of sensitive information – the impact caused by such breaches as they may result in financial loss, loss of intellectual property, litigation and the erosion of consumer confidence.
- IT system failure – the impact caused by hardware failure, damage to cables, water damage, network failures, and telecommunications equipment failures etc.

### **Other Potential Scenarios**

COMPRSA has prepared contingencies for any business disruption which may be caused by one or more of the following:

- Workplace violence – impacts caused by violence, as this may affect morale, absenteeism, and increase the rate of turnover of employees. This may also impact productivity and result in compensation claims.
- Public transportation disruption – the impact caused by employees' inability to get to their workplace. This can be caused by accidents, industrial action, equipment failure, or weather conditions.
- Neighborhood hazard – the impact caused by events which affects your premises and employees, such as hazardous waste from neighboring factory or toxic gases.
- Health and Safety Regulations – the impact caused by not complying with Health and Safety Regulations. Inspection can result in facilities being completely or partially closed down, resulting in delays to projects.
- Employee morale – the impact caused by factors that impact employee morale, such as poor facilities and unpleasant working conditions.
- Mergers and acquisitions – the impact caused by such arrangements as these may undermine or threaten employees' position in their respective organization. Such scenarios may negatively impact on morale and productivity.
- Negative publicity – the impact caused by negative press coverage as this may lower employee morale and customer confidence.
- Legal problems – the impact caused by legal issues such as sexual harassment, contract disputes, intellectual property disputes, health and safety regulations and racial discrimination.

### **Contingency Planning**

COMPRSA has contingency planning which allows for recovery of data and/or systems regardless of cause of disruption.