

echo is committed to providing a best cost, high quality field technical and logistics service 24 x 365. The delivery process consists of a wide range of support services and organisational infrastructures. Disruption to any of these can cause echo's performance to suffer and as such an organisation, we will ensure that we have procedures in place to:

- Identify resource/service dependencies, monitor potential sources of disruption and keep risk assessment up to date.
- Maintain a Recovery Plan. Determine what controls are appropriate to the situation. Clearly identify roles and responsibilities through the three phases of the plan; pre- emergency preparation, recovery phase, return to BAU.
- Review Plan, training effectiveness and undertake contingency audits,

echo's Disaster Recovery Manager will be fully empowered and supported by the Managing Director to ensure that all processes are regularly monitored, robust plans are in place, and staff trained in their deployment. The DRM will ensure that, in the event of a disruption, echo keeps customers and staff informed of progress, continues to function, and returns to normal processes as soon as possible.

Business Impact and Risk Analysis

Consideration of the potential impact of each type of disaster or event is critical to the proper preparation of a Recovery Plan. It is equally important to consider the likelihood of such a disruption and ensure that adequate contingencies are in place.

Particular attention should be paid to the following potential sources of disruption:

- Environmental disaster
- Loss of utilities or services such as power and communications.
- System or equipment failure
- Information security or loss of data
- Loss or absence of key staff
- Other emergencies such as Disaster at a Supplier or deliberate disruption

Disaster Recovery Plan

The disaster recovery / business continuity plan should address specific instances and ensure procedures are in place to recover from the disruption and return to BAU. Areas that should be specifically addressed are

- Early warning signs and identification of state of potential disaster and probable business impact.
- Coordination & organisation when problem happens and switching to alternative procedures
- Emergency Organisation structure and authorisation levels
- Liaison with Suppliers to ensure they implement their DRP
- Repair to or provision of alternative Premises, fixtures and fittings and any automated equipment
- Provision of power, and other Utilities
- Continuity of IT systems, hardware & software including data, documentation & records including Office
- Supplies and consumables.
- Emergency Call Handling and Customer Service procedures
- Emergency Warehouse and stock management procedures including Offsite storage.
- Documentation and reporting
- Maintenance of Event Log
- Communication of progress to Staff, Customers and other relevant Parties.

Following any incident the Plan should be reviewed to firstly identify whether the disruption could have been better foreseen and mitigated against. Performance of Staff and particularly compliance with the processes should then be reviewed and the Plan updated.

Return to BAU

The DRM, having implemented the DRP and overseen its implementation should then, in agreement with regular Line Managers, ensure that the business returns to its normal procedures as soon as is practicable. Considerations during this stage would include:

- Assessment of the extent of damage
- Monitor progress and keep everyone informed
- Handing back to normal running and regular management
- Ensure that all regular systems are functioning and a plan is in place to update any records with data that may have been manually recorded during emergency procedures.
- Test that it is all back to normal and formally declare an end to the Recovery stage.

Plan Assurance and Review

Because of the diverse nature and range of potential emergencies no single pre-determined plan will adequately address all contingencies. Consequently the DRM must pay particular attention to the post disaster phase to ensure that all lessons learned are acted upon and incorporated into the DRP. This would fall into the following areas:

- Feedback from Staff, Customers, Suppliers and all those involved in the incident.
- Effectiveness of the Plan, ease of implementation and success against objectives.
- Effectiveness of Staff during the Incident. Training needs assessment.
- Amend plan and ensure it is up to date.

Summary

echo must continue to develop our disaster recovery plan and ensure it covers all essential business activities.

A risk assessment should be undertaken in order to determine the requirements for the DRP. All staff must be made aware of the DRP recovery plan and their own roles within. The Plan is to be kept up to date to take into account changing circumstances and should be periodically reviewed and if possible tested to ensure that it can be implemented and ensure that staff understands how it is to be executed.