

Aird Walker & Ralston Ltd.

Registered Electrical Engineers

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Disaster Recovery Policy

Policy Statement of Intent

Aird Walker & Ralston Ltd is committed to serving the needs of our business, a Disaster Recovery Plan (DRP) is a business function that details the measures required to restore infrastructures and services following disruption or disaster.

It is the established policy of the company to operate a DRP that is integrated into the business's Integrated Management System (IMS). The Company is committed to the continuous improvement of the DRP aspects.

Our Disaster Recovery Policy is geared towards meeting our contractual obligations and stakeholders expectations in full. While meeting this primary policy objective, we will endeavour to control and where possible improve our processes with a well-structured and rehearsed DRP, to provide the peace of mind that if the worst really does occur, steps are in place to turn what would be a major disruption into an inconvenience.

Our Policy is the result of a planning process that will result in establishing of a set of objectives intended to deliver our Business policy to customers and employees. These objectives will be agreed with those tasked with delivering them. We will review periodically how well our processes are being delivered, and shall modify our objectives and policy where required.

We shall provide and manage resources necessary to deliver these objectives, and to provide safe and suitable conditions for all our employees and for the members of the public directly affected by our operations. We shall use monitoring and measuring techniques to assess on an ongoing basis, how the services we provide meet the expectations of our customers, also how well our own internal processes are operating. This information will be analysed and used to continually, improve the business where possible. We shall make this policy and the resultant objectives known to our employees and will demonstrate our belief in it through our own personal commitment and involvement.

This policy is to be reviewed on an annual basis or sooner in the event of any change in legislation or procedure affecting the policy.

The ultimate responsibility for overseeing the implementation of this Disaster Recovery Policy rests with the Directors.

Signed

Gordon Christie

(Managing Director)

On behalf of Aird Walker & Ralston Ltd

Date: 01-07-2016 Review Date: 01-07-2017



Managing Director: G.Christie.

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The key objective is to minimise the impact that such an event will have on the business.

Planning for Disaster

A well thought out DRP is built around the requirements and circumstances of potential damage and degree of risk the business is exposed to, the advantages of a DRP are:

- Ability to maintain, or resume, operational trading,
- Safeguarding reputation, brand and image,
- Reducing downtime through the mitigation of disasters,
- Prevent loss of customers to competitors due to inability to trade,
- Increase confidence of associates, clients and stakeholders,

Developing the disaster recovery plan (DRP)

An effective DRP can be achieved by carrying out the following five steps:

- Identify the core elements, including finance, processes, human resources and information technology,
- Prioritise these areas on those directly affecting the bottom line, assigning responsibilities to suitable personnel,
- Define what customers, suppliers and stakeholders expect, in terms of contractual obligations,
- Communicate, test and review the strategy throughout, the necessary resources are adequately prepared,
- Endeavour to integrate this DRP into every element of business processes and operational procedures,

Documented Systems

What would be most disruptive event the organisation could experience as a disaster, understanding the business systems in place and inventory of hardware, software and all interactions the system enables:

- Documentation is critical, make a simple chart of the systems used, how they are installed, where the installation CDs are located, how they are backed up and how to get support, (IMS Structure)
- Standardise all documentation and document everything, detailing exceptions, saving all of the desktops,
- Standardise all inventory desktops and laptops, ensuring all data and licences is stored on the server,

Backup systems

Once disaster scenarios are defined and systems understanding is established, you should then review:

- What systems data is critical to business processes and operations?
- Where is our system data stored, server and or external cloud or hard drive?
- When will the system data be backed up including frequency?
- Who is responsible for maintaining all regular backups?
- How are system data backups documented and recovered?

Support

It is a good idea to work with a specialised disaster recovery firm for off-site assistance.

If an emergency were declared, a third party would assist in rebuilding the infrastructure, restoring backup system data and restoring business operations.

- IT infrastructure partner is Halo Communications 01563 558844



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Engineering office, design and project data facilities:

- Workstations (desktops and laptops), see section relating to Information Technology disaster recovery, Replacement equipment and software licences would need to be sourced from local shops and suppliers.
Timescales – 1 day up to 1 week
- Project design and contract information, data would be restored from backups, See section relating to Information Technology. Although mostly stored on the server, data that is in hardcopy format only within project paper files would have to be requested from clients, such data should be electronically scanned where possible. Some hard copy data will be irretrievable.
Timescales – 1 day up to 2 weeks
- Archived project files are retained in a separate storage area in paper files contained in folders. In the event of damage caused by water, fire or building collapse all would be lost and irretrievable, however all essential engineering details are stored in the server, which can be retrieved when required.
Timescales – 1 day up to 2 weeks
- Manufacturer's technical catalogues and internal design aids, data is mostly stored electronically on the server, otherwise can be downloaded if internet connection is available or request new catalogues from suppliers.
Timescales – 1 day up to 1 week
- Client free issue hardware could be PCs, HMIs, PLCs or instrumentation, would need to be reordered or reissued. See section relating to Information Technology.
Timescales – 1 week up to 6 weeks

Engineering workshop, production facilities: What we would lose and how we would recover with estimated recovery time,

- Workstations (desktops) for engraving machine, see section relating to Information Technology disaster recovery, Replacement equipment would need to be sourced from local shops, software licences would need to be obtained from suppliers Autodesk & online services,
Timescales – 1 day up to 1 week
- Documentation, production drawings and schedules issued to the shop floor, reprinted from electronic copies stored on server, any shop floor mark-ups on drawings would be lost.
Timescales – ½ day up to 2 days
- Materials including MCC steelwork and enclosures would need to be re-ordered. If damage is due to water, fire, heat & smoke damage, from both a safety and quality point of view, steelwork and associated materials would not be used in the manufacture of panels. Depending on the quantity and size of projects being assembled at the time may take several weeks to deliver. We might need to consider using additional steelwork suppliers to overcome the overloading of existing suppliers.
Timescales – 1 week up to 8 weeks
- Material including internal components, client free issue equipment would need to be re-ordered. If damage is due to water, fire, heat & smoke damage, from both a safety and quality point of view, components and associated materials would not be used in the manufacture of panels. Depending on the quantity and size of projects being assembled at the time, this would take several weeks for all deliveries. We might need to consider using additional component suppliers to overcome the problem of overloading existing suppliers. Additional resource would probably be required to assist with the re-assembly, this resource would come from our qualified employee's that are normally site based.
Timescales – 1 week up to 6 weeks
- Materials including consumables such as wire, trunking, nuts, bolts and accessories would need to be re-ordered. If damage is due to water, fire, heat & smoke damage, from both a safety and quality point of view, wire, trunking, nuts & bolts and associated consumables would not be used in the manufacture of panels. Depending on the quantity and size of projects being built at the time, deliveries would take up to a week. Consider using alternative / additional suppliers to help lead times.
Timescales – 1 week up to 2 weeks
- Plant & Equipment including engraving machine, power tools & test instrumentation, would be lost, including power supplies for the testing of the panels. This could be restored quickly and we would be able to continue with battery powered tooling. The engraving machine would probably be the longest lead item, in which the manufacturer keep in stock, some of the engraving machinery, battery operated tools and test instrumentation is located out with this area.
Timescales – 1 week up to 2 weeks

Engineering Stores, component & material facilities: What we would lose and how we would recover with estimated recovery time,

- Goods, components, materials and consumables are held in a designated stores area away from the production area. If damage is caused due to water, fire, heat & smoke or building collapse, from both a safety and quality point of view, would not be used in the manufacture of panels. These would have to be reordered from suppliers and is generally kept in stock, delivery times would have to be obtained with regard to longer specialist delivery items and or client free issued components.
Timescales – 1 week up to 6 weeks
- Consumable items, such as cable, cable ties, crimps, cable markers and nuts, bolts etc. If damage is caused due to water, fire, heat & smoke or building collapse, from both a safety and quality point of view, would not be used in the manufacture of panels. All essential materials will need to be re-ordered and is generally kept in stock by our suppliers.
Timescales – 1 day up to 1 weeks
- Bonded Stock is held in the stores area the majority of the components held are plastic or the housings are plastic, therefore, due to heat we would lose most if not all of the stock. With the result of the damage to components and the safety and quality implications we would not be able to recover any stock. These would have to be reordered from suppliers and is generally kept in stock. We also have a bonded stock of alternative manufacturers components held in our wholesalers store which is located in an area away from the stores. These could be utilised to reduce lead time to replenish stock levels.
Timescales – 1 week up to 3 weeks



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Business Information Technology, Systems & Data, What we would lose and how we would recover with estimated recovery time,

Business building, fixtures and fitting facilities recovery time scales would be dependent on the nature and scale of the disaster occurred due to a collapse building, water, fire, heat & smoke damage and would also be dependent on the quantity, size and current stage of project undertaking at the time of occurrence. If the highly unlikely eventuality occurred causing total destruction the following actions would take place:

Business Premises New / Temporary.

- The business is set up in such a way that we could continue operations remotely until required facilities are arranged. The owners have suitable premises that would provide adequate office and workshop facilities to continue operations.
Timescales – 1 week up to 4 weeks

Business Data Archive storage.

- All paper archives and hard copy data would be lost due to a building collapse, fire or flood, however pertinent project data is electronically stored on workstations and business server which is backed up daily and monthly. Maximum data lost from the system would be that from the previous monthly back up and could be restored on to either an existing or new workstation.
Timescales – 1 day up to 2 weeks

Business Information Technology, Workstations, Systems, Data.

- Finance / Wages / Accounts Workstations.
All financial and wages data is not stored on the server, as it is stored and maintained on standalone workstations backed up daily / monthly and stored off site and at our accountant's premises.
Timescale ½ day up to 1 week
- Panasonic duty / Standby server c/w 20 advanced telephone handsets.
A Panasonic duty / standby server is installed in the premises to accommodate all IT systems, telephone, data applications and archive storage facilities installed and maintained by Halo Communications. It has dual Fibre / ADSL internet connections via two separate exchange networks to ensure connection a connection is available at all times. If both remote Fibre / ADSL connections go down or are damaged then there is a major network problem and we would be required to utilise the mobile phone connections whilst the problem is resolved by BT business utility provider.
Timescale ½ day up to 2 weeks
- Workstations; 1 off - IMS, 3 off - Estimating, 4 off – Engineering, 3 off - Software, 2 off - CAD, 1 off – Stores, 2 off – Workshop.
Workstations, application software and licences are stored on workstation, online or are in the fire safe, these could be installed on other workstations until we are able to get the systems up to full strength. Workstations, hardware failure would require new desktop or laptop to be purchased from a local shop and then configured.
Timescale ½ day up to 1 week

Business Back up Systems

- The duty server backs up all workstations data on an ongoing basis and carries out a **daily back up** to the standby server, should the duty server fail, the data can be restored and accessed via the standby server very quickly.
Timescale – 1 day up to 2 days
- The duty / standby server backs up workstations data and stores all archived data and are **monthly backed up** to a hard drive stored off site, should the server fail the data can be restored to new server hardware and or accessed via the hard drive by either an existing laptop or newly purchased workstation quickly.
Timescale – 1 day up to 1 week
- If we lose our duty / standby servers and Off-Site Back-Up Hard drive and all workstations and the contents of the fire safe then we would have lost all of our data and would need to start from scratch.
Timescales – 2 weeks up to 6 weeks
- Operating systems & applications would need to be from backup hard drive stored off site.
Note that the previous night's backup would be lost as would all data not stored on the backup hard drive and or on individuals workstations, so worse case we would lose up to 4 week's data.
Timescales – 2 weeks up to 4 weeks

Notes and Assumptions

- We assume that anyone with a laptop will have it with them if a disaster strikes and therefore not need replaced and would also be used to assist with the recovery of business IT systems. The versions of Microsoft Windows and Office installed on our machines are OEM versions, which means the licenses are not transferable to another machines. If we purchase new machines we will also need to purchase Windows and Office along with any other application software from local shops or suppliers
Timescales – 2 weeks up to 4 weeks
- We currently have support contracts with the following companies:
Halo Communications; IT systems hardware and software maintenance including mobile contract,
BT Business; Fibre / ADSL lines (Halo also are familiar with current set up and maintenance contract),

