

## Business Continuity & Recovery Plan

Owl Live takes all reasonable and practicable steps to promote safe and healthy working conditions for our employees, suppliers, clients and their delegates and all those who visit our premises or project sites, and to comply with all relevant legislation and regulations. Risk Assessments and Method Statements are undertaken for every project.

To ensure continuity of service to clients we have a robust business infrastructure and back up arrangements and a comprehensive business continuity and recovery plan. We have arrangements in place to obtain appropriate insurance cover for each project, as well as continuous public liability and all risk insurance.

Our offices are located in a secure and non-hazardous area. The directors and employees live relatively locally and are readily contactable outside working hours. Our Directors recognise their responsibility to ensure that our business has an appropriate and exercised plan to minimise hazards and accomplish recovery from disasters. Our business is always conducted in a manner which minimises the likelihood of Owl Live becoming a target for protest. All members of staff are aware of planned recovery procedures and their roles and responsibilities.

We have a robust business infrastructure, with office systems complemented by laptops, home PCs and mobile phones. Clients have 24/7 access during projects to key members of our team either via the office or via mobile phone numbers. We have remote access from the event site to our network server, so that all relevant files and databases are continually available and to facilitate reporting. At our offices we operate a fully networked system of computers running on the Windows 10 platform with regularly updated NOD32 virus protection. Documented Production Procedures to ISO 9001 ensure a 'seamless' substitute takeover, should a key member of a project team suddenly be unavailable. Our policy takes the form of precaution in preference to remedy.

### Precautions

- Annual Insurance Review to ensure adequate cover
- Documented production procedures
- Daily backup of computer system software and hardware
- Backup material retained offsite
- Virus Protection provided and regularly upgraded
- Restricted access to network server
- Maintenance and support contracts for all specialist equipment
- Surge suppressors and UPS provided on electronic equipment
- Upgrade/replacement programme for all equipment
- Contracts with clients including cancellation fees to avoid loss of revenue
- Contracts with suppliers and artistes to ensure quality service and support
- No flammable products or waste

### Recovery:

With all the best precautions in place, it is still possible that unforeseen emergencies may happen. In these circumstances our staff are required to contact a Director or Head of Internal Operations for instructions. Company Officers will deal with Emergency Services, Local Authorities, Financial and Legal representatives etc., as required.

To ensure continuity for all projects in progress, an office is set up immediately at the home of the Managing Director or the Head of Internal Operations, either of whom will be responsible for establishing formal lines of communication and putting into effect a communications plan with staff, freelancers, customers and suppliers. Both the MD and Head of Internal Operations live locally to the normal office address and can be easily accessed in any emergency. Depending on situation (providing the cloud server is still functioning) all staff have laptops and mobiles so are fully contactable and able to work from home. All electronic documents are backed up daily and are therefore accessible should the regular premises be out of action. They are backed up offsite to a secure server. In parallel, work will proceed on restoring Owl Live premises and equipment as quickly as possible. In regards to timeframes, within one working day all priority data would be accessible and therefore all employees would be able



to continue working as normal on projects and within five working days all data and normal working processes would be completely restored.