Document ID	POL038
Document Title	Business Continuity and Management Strategy and Policy
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Version	2025.07.6

Revision History		
Date	**Version**	**Change**
30/06/2021	1.20	Annual review
30/06/2022	1.30	Annual review
28/06/2023	1.40	Annual review
25/06/2024	2024.06.5	Change to version numbering and document QA
02/07/2025	2025.07.6	Included statement for critical business operations - Hellios finding

Distribution		
Date	**Version**	**Distribution**
30/06/2021	1.20	All staff via Intranet and Library
30/06/2022	1.30	All staff via Intranet and Library
28/06/2023	1.40	All staff via Intranet and Library
01/08/2024	2024.06.5	All staff via Compass
15/07/2025	2025.07.6	All staff via Compass

Signed			
Date	**Version**	**Name**	**Role**
30/06/2021	1.20	David Rawle	CTO
30/06/2022	1.30	David Rawle	CTO
28/06/2023	1.40	Sam Kynaston	Digital Transformation Director
27/7/2024	2024.06.5	Jack Watson	Managing Director
07/07/2025	2025.07.6	Jack Watson	Managing Director

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Introduction

The purpose of this document is to define the strategy and policies that will enable Bytes Software Services ("Bytes" or "the Company") to continue as an effective business in the event of disruption to services. This strategy ensures that service provision within Bytes follow the same framework for business continuity.

This strategy addresses the arrangement for business continuation for the first two weeks of operation. If disruption is expected to take longer than two weeks this time will be used to identify further arrangements.

Aims

The aim of this strategy is to:

- Help ensure the continuity of service provision in the event of business disruption.
- Save time and reduce an initial confusion.
- Minimise general disruption to customers and employees.
- Preserve the company's image and reputation.

Recovery Objectives

To uphold the confidentiality, integrity, and availability of information during and after a disruption, the following recovery objectives are established in alignment with Bytes' Management Systems to ISO14001, ISO27001 and ISO20000-1.

Recovery Point Objective (RPO): A maximum data loss window of up to 4 hours is permitted. All critical information systems must be backed up or replicated regular intervals that ensure it does not exceed the set time if data is lost in the event of a disruption. This supports the integrity and availability of information assets.

Recovery Time Objective (RTO): All critical information systems and services must be restored and operational within 4 hours of a disruption. This ensures timely re-establishment of secure access to information and continuity of security controls.

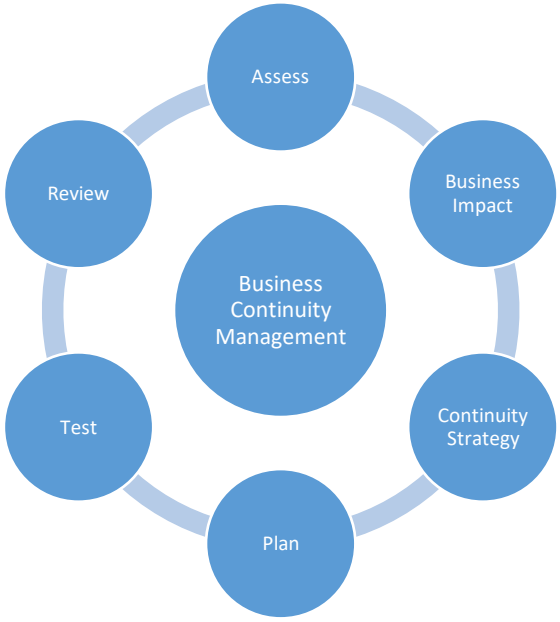
These objectives are integral to the organization's ability to:

- Maintain confidentiality by ensuring secure access controls are restored promptly.
- Preserve integrity by minimising data loss and ensuring data consistency.
- Ensure availability by restoring systems and services within the defined timeframe.

All recovery strategies are tested regularly to validate their effectiveness in meeting these objectives.

Approach

The diagram illustrates the Company's approach to business continuity.



The process starts with a risk assessment of the business, which includes potential disruptions.

Once risks are understood these can then be analysed for their impact to the business, which then informs the strategy requirements and what the strategy should be.

Once strategy is devised, plans can be developed and tested. On completion of testing, they are reviewed for suitability, and the process starts again to ensure continued improvement.

Documentation

The delivery of the business continuity strategy and policy is detailed in the following documents:

- P:\Administration\ISO Standards\Forms\CURRENT Forms\QMF 07 Disaster Recovery Plan.docx – contains EMT, DR Team, restoration of building services and contact details.
- L:\GDPR\Backup Policy - POL009.pdf - Details what data is backed up, how, frequency, retention, exceptions, transportation of media for offsite storage, disposal, and verification.
- P:\Internal Systems\Systems Support\1. 0 Documentation\5.0 DR Plan\Disaster Recovery Plan vxx.y – Contains important information about systems in the event of an issue, including software, hardware, power up and down orders, key support information and server software.
- P:\Internal Systems\Systems Support\1. 0 Documentation\5.0 DR Plan\DR Activation Procedures Vxx.y – contains procedure to activate systems in the DR site for live and test.
- P:\Internal Systems\Systems Support\1. 0 Documentation\5.0 DR Plan\DR Failover Checklist – *Month Year.xlsx* – Testing and Activation checklist for IT Systems DR Plan.
- P:\Internal Systems\Systems Support\1. 0 Documentation\5.0 DR Plan\Testing Register vxx.y.xlsx – Register IT Systems DR testing.

Risk Assessments

The following documents outline the risks identified within Bytes and mitigating strategies. These form an input into the business continuity management strategy.

- P:\Administration\ISO Standards\Forms\CURRENT Forms\QMF 36 Risk Matrix - internal doc ONLY.docx – contains the identified risks to the business and mitigation strategies.
- P:\Administration\ISO Standards\Forms\CURRENT Forms\QMF 51 Fire Risk Assessment - Bytes House.docx – Considers the risks of fire within the Bytes Head Office building and mitigating strategies.
- P:\Administration\ISO Standards\Forms\CURRENT Forms\QMF 56 Risk Assessment - Bytes House.docx – Considers the risks within the Bytes office to staff and mitigating strategies.

Bytes' regional offices are hosted within a shared office environment, and as such each of these offices maintain their own Fire Risk Assessment and mitigating strategies. These are reviewed as part of the take up of new office space.

Critical Business Operations

To ensure effective continuity and recovery, Bytes proactively identifies and documents critical operations before disruptions occur. This helps develop targeted strategies to quickly restore essential services like customer support, data backup, and infrastructure availability, minimizing downtime and operational impact.

Bytes Software defines the following as critical to its operational resilience:

- Software Development & Deployment
- Customer Support Services
- Cloud Infrastructure & Hosting
- Data Security & Backup
- Licensing & Subscription Management
- Internal IT Systems

Detailed continuity and recovery procedures for each of these operational areas are maintained within specific Business Continuity Plans held by the IT and Facilities departments. These plans are reviewed regularly to ensure they remain aligned with evolving business needs, technological changes, and risk landscapes.

Disruption Scenarios

By identifying critical business operations before developing continuity plans creates effective strategies for various disruption scenarios.

Several incidents can affect the business, this may include but not limited to; cyberattack, power outage, fire, flood and server failure, each of which could result in disruption. Disruptions have been grouped into five categories:

1. Building - Head Office

A disrupting incident can take two forms:

- People are unable to access the building, but systems may be unaffected. For instance, this could be caused through incidents such as security threats, environmental contamination, or a nearby serious incident, such as a fire.
- Structural damage caused by fire or flood that makes the building unusable. This may affect systems.

2. Building - Regional Office

A disrupting incident can take two forms:

- People are unable to access the building. For instance, this could be caused through incidents such as security threats, environmental contamination, or a nearby serious incident, such as a fire. Systems would not be accessible from the building but would be available through other means.
- Structural damage caused by fire or flood, which makes the building unusable. Systems access may not be available from the building but would be available through other means.

3. Failure of Critical IT Services or Systems

Critical IT systems could become unavailable. For example, server failure, storage failure, network issues or loss of Internet.

4. Failure of Critical Suppliers

Bytes rely on third party suppliers to supply and deliver services to our customers. An example of supplier disruption could be liquidation, fire affecting their premises or failure of their systems.

5. People

Staff that support critical business activities may become unavailable due to unplanned absence. Examples include personal injuries or debilitating illness.

Recovery

For each of the disrupting scenarios there must be a recovery plan. For each scenario, the Emergency Management Team will decide to invoke the business continuity plan and will consider the nature, extent, and estimated duration of the disruption.

Building

The recovery strategy for a disruption affecting access to all Bytes offices:

- Staff will be asked to work from home.

The recovery strategy for a disruption caused by structural damage to all Bytes offices:

- Staff will be asked to work from home.

Failure of Critical IT Services or Systems

All production IT systems are regarded as critical to the business and therefore covered by the company's Business Continuity Plan (BCP) Disaster Recovery (DR) Plan. Details of system recovery is available in the Disaster Recovery Plan and Disaster Recovery and Activation Plans. In the event of a:

- Disruption to all systems, for example fire, then all production systems must be available in an alternate location within one working day.
- Failure to a component of the IT system, for example server or network switch failure, then the architecture must facilitate redundancy to prevent loss of service.

- Disruption caused by loss of data, for example data has been deleted, then backups must be retained.
- Supplier suffering disruption, then Bytes will rely on the supplier's business continuity plans, or in the case where purchasing is via distribution, alternative suppliers if this is an option.

Critical Suppliers

Critical suppliers will be asked to supply details of their BCP. Evaluation of supplier BCP will form part of the tender process or onboarding if no such tender is required.

People

Key people are those who have been identified as being critical to the completion of key activities within the business. The BCP will identify such people and detail the succession plan if the primary resource is not available.

Testing

Testing of the plan is required to ensure that the business continuity arrangements are viable, and that staff understand and are rehearsed in their roles within the plan, so that disruption is minimised.

Building – Head Office and Regional

Remote working is a core service provided by Bytes and therefore is continually tested.

Failure of Critical IT Services or Systems

- An all-systems IT disaster recovery test is performed at least annually. This will prove that systems can be made available in a timely manner.
- Redundant architecture and components are tested as far as possible at the point of implementation. This will ensure that systems will remain available in the event of component failure.
- Generator is tested weekly to ensure that the generator is available in the event of a power failure.
- UPS is monitored daily to ensure that it is available in the event of a power failure.
- Backup recovery is performed on randomly selected data monthly. This will prove that backup data can be restored.

Critical Suppliers

Bytes will rely on the critical supplier's own testing strategies, which will be evaluated when they supply their own business continuity plans.

People

Succession plans are in place. Training is carried out for key people and succession personal. It is imperative that all staff involved in DR planning and recovery receive relevant training and rehearsal time.

Review of Policy

The Business Continuity and Management Strategy must be reviewed annually to ensure that it is still suitable. In addition, it will be reviewed after any activation and rehearsal, to discuss and understand lessons learned.

The review is conducted by:

- David Rawle – Chief Technology Officer
- Kevin Beadon – Head of IT