

Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

Part B: Short Form Business Continuity & Disaster Recovery

- 1 The Supplier's business continuity and disaster recovery plan is appended at Annex 1 hereto.
- 2 The Supplier's business continuity and disaster recovery services are part of the Services and will be performed by the Supplier if required at no additional cost to the Buyer.
- 3 If requested by the Buyer prior to entering into this Call-Off Contract, the Supplier must ensure that its business continuity and disaster recovery plan is consistent with the Buyer's own plans.

The Supplier has a Business Continuity Disaster Recovery (BCDR) and an IT Service Continuity and Availability Management Policy that sets out the high-level requirements to identify the impact of a potential adverse event, to maintain proportionate recovery strategies and to develop plans that ensure that critical business functions can operate following an adverse incident, aligned with ISO 22301, by incorporating its guidelines and addressing the main areas outlined within the standard.

Regular updates are made to reflect changes in personnel and in the risk environment faced by the Supplier. The Supplier test elements of the plan throughout the year with one annual test of the whole system to validate its effectiveness.

In the event of the BCDR being invoked, a log of actions and decisions made to recover the business will be taken. After the incident has been resolved, this log will be used to evaluate how the plan worked, with all agreed improvements being added.

Our BCDR is a living document which evolves to support an evolving risk environment with root cause analysis and continual improvement key drives for improvements to the system.

The Supplier recognises the importance of effective and prompt communication with the Authority and Related Suppliers as a key feature of the BCDR. In the event of any failure or service disruption, the Supplier will implement pre-approved communications to brief the Authority and Related Suppliers.

The Detailed BCDR plan has been removed as it is considered confidential by the Supplier.