

## Total Office/Warehouse Wipe out Plan

### 1. Objectives

1. Relocate Offices
  2. Relocate Warehouse
  3. Restock Warehouse
  4. Restore Office Functionality
  5. Reactivate Computer Systems (Warehouse and Offices)
  6. Restore Financial Systems
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### 2. Risk Assessment

Potential risks that could lead to a disaster:

- Natural disasters (e.g., fire, flood, extreme weather).
  - Cyberattacks or data breaches.
  - Power outages or utility failures.
  - Equipment or infrastructure failure.
  - Loss of key personnel.
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### 3. Response Timeline

#### Immediate Actions (0–4 hours):

- Redirect telephone systems.
- Establish temporary office and warehouse locations.
- Begin restoration of critical computer systems.

#### Short-Term (0–24 hours):

- Restore office functionality.
- Confirm communication continuity (email, phone).
- Notify key stakeholders of the situation.

#### Medium-Term (1–3 days):

- Start warehouse restocking.
  - Notify customers of order backlog and provide recovery options.
  - Ensure financial systems are operational.
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### 4. System Overview

- **Modern Systems:**

The current system relies on **Intrastats** and **Xero**, which are fully browser-based and enable

remote operations.

- **Backup Readiness:**

- The old systems Opera and Goldmine are retained for historical data only.
- Intrastats backups are live and maintained at a separate location, auto-updating daily.

- **Continuity of Operations:**

- Remote work setups have proven effective, with minimal in-office staff required.
  - Communications are supported by a web-based phone system for uninterrupted customer service.
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## 5. Responsibilities

- **Find new offices and redirect telephone systems:** Helen Lamb
  - **Find new warehouse and redirect telephone systems:** Helen Lamb
  - **Restock warehouse and notify suppliers:** Steve Nixon
  - **Restore office functionality:** Derek Lamb
  - **Restore computer systems (Warehouse and Offices):** Derek Lamb
  - **Oversee financial systems and planning:** Helen Lamb / Derek Lamb
  - **Manage insurance claims:** Derek Lamb / Helen Lamb
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## 6. Dependencies and Constraints

- **Dependencies:**
    - Reliable internet and power supply.
    - Access to suppliers and external services (e.g., telecom providers).
    - Availability of backup hardware.
  - **Constraints:**
    - Limited on-site staff for immediate response.
    - Lead time for suppliers to fulfil restocking.
    - Potential delays due to external factors (e.g., road closures, service provider capacity).
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## 7. Contact Information

- **Telecom and Internet Provider:** Firstcom Europe Ltd 0333 023 7000
- **Key Suppliers:** Honeywell, Bluepoint, Teledyne, Maxtec, Tidi, RS Components, Stationary and Packaging Companies.
- **Insurance Provider:** Thomas Sagar Insurances Ltd – Brown and Brown.  
[nbaxter@sagarinsurances.co.uk](mailto:nbaxter@sagarinsurances.co.uk) [www.sagarinsurances.co.uk](http://www.sagarinsurances.co.uk)

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## 8. Training and Drills

- Disaster recovery drills are conducted bi-annually to ensure readiness.
  - All staff receive training on their specific responsibilities within the disaster recovery plan.
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## 9. Post-Recovery Actions

- Conduct a post-recovery review to identify lessons learned.
  - Update this disaster recovery plan based on findings.
  - Communicate the success of recovery efforts to stakeholders.
  - Test backup systems to confirm data integrity.
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## 10. Data Protection Compliance

- All systems comply with GDPR requirements to ensure data confidentiality during recovery.
  - Backup systems are encrypted and stored in secure locations.
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## 11. Key Performance Indicators (KPIs)

- Time taken to restore critical systems.
  - Percentage of customers notified within 48 hours of system restoration.
  - Percentage of systems operational within 4 hours of initiating recovery.
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## 12. Document Control

- **Version:** 3.0
  - **Date:** [Insert Date]
  - **Approved By:** [Insert Approver Name]
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## Conclusions

Viamed has a robust disaster recovery plan that ensures:

- **Rapid Recovery:** Key systems restored in under 4 hours.
- **Minimal Disruption:** Remote work capabilities and browser-based tools minimize downtime.
- **Customer Focus:** Timely communication ensures customer satisfaction.