



# Business Continuity Plan

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## BUSINESS FUNCTION RECOVERY PRIORITIES

Add-On Products (AOP) is currently providing services for +700 clients worldwide. In case of disaster occurrence it will be our priority to ensure:

- Continuity of our services towards our clients
- Continuity of internal IT systems

## RELOCATION STRATEGY

Our relocation strategy is divided into two areas:

- Relocation of datacenter  
*All AOP client SaaS solutions are located in Microsoft Azure. These can easily and quickly be shifted to another Microsoft Azure datacenter or an AWS center.*
- Relocation of AOP office  
*See below / Alternate Business Site.*

## ALTERNATE BUSINESS SITE

Since AOP is all cloud based then a relocation to an alternate business site or having our employees work from home can be put in motion very fast. As an outcome from the covid-19 pandemic then all employees can do their daily work from home, hereby ensuring a very high level of continuity.

## RECOVERY PLAN

- Disaster Occurrence
- Notification of Management
- Preliminary Damage Assessment
- Declaration of Disaster
- Plan Activation
- Relocation to Alternate Site
- Implementation of Temporary Procedure
- Establishment of Communication
- Restoration of Data Process and Communication with Backup Location
- Commencement of Alternate Site Operations
- Management of Work
- Transition Back to Primary Operations
- Cessation of Alternate Site Procedures
- Relocation of Resources Back to Primary Site



## RECOVERY PHASES

We foresee these phases:

- Disaster occurrence  
*Management team / disaster team lead decides to activate the recovery plan*
- Plan activation  
*Recovery plan / procedure is put into effect until business operations are relocated*
- Alternate site operation  
*Stays into effect until the primary facility has been restored*
- Transition to primary site  
*Stays into effect until the original business site has been restored*

## RECORDS BACKUP

All business vital records are stored electronically and is accessible from multiple sites when having the proper credentials.

## RESTORATION PLAN

Disaster recovery / IT team maintain, control, and periodically check on all the records that are vital to the continuation of business operations and that would be affected by facility disruptions or disasters. The teams periodically back up and store the most critical files at an offsite location.

## RECOVERY teams

- Team roles  
*Team Lead, Backup Team Leader, Team member*
- Team contacts  
*Filed and stored in our Contact list*
- Team responsibilities  
*Incident Commander, HR/PR Officer, Information Technology, Finance/Admin, Legal/Contacts*
- Departmental recovery teams  
*Business Continuity Coordinator, Communications Team, Human Resources Team, Administration Team, Emergency Response Team, IT Recovery Team*



## RECOVERY PROCEDURE

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This plan is reviewed and presented to AOP management team when things change drastically or at least every year.