

RampedUp

Business Continuity Plan

Version 1.1

February 22, 2025

1. Introduction: ISO 22301 Standard Plan

In the event of a disaster which interferes with *RampedUp*'s ability to conduct business from their headquarters, this plan is to be used by the responsible individuals to coordinate the business recovery of their respective areas and/or departments. The plan is designed to contain, or provide reference to, all of the information that might be needed at the time of a business recovery.

The objective of this Business Continuity Plan is to coordinate recovery of critical business functions in managing and supporting the business recovery in the event of a facilities (office building) disruption or disaster. This can include short or long-term disasters or other disruptions, such as fires, floods, earthquakes, explosions, terrorism, tornadoes, extended power interruptions, hazardous chemical spills, and other natural or man-made disasters.

A disaster is defined as any event that renders a business facility inoperable or unusable so that it interferes with the organization's ability to deliver essential business services.

The priorities in a disaster situation are to:

- Ensure the safety of employees and visitors in the office buildings.
- Mitigate threats or limit the damage that threats can cause.
- Have advanced preparations to ensure that critical business functions can continue.
- Have documented plans and procedures to ensure the quick, effective execution of recovery strategies for critical business functions.

Maintenance, planning, and testing of the *RampedUp*'s Business Continuity Plan is the joint responsibility of the *RampedUp*'s leadership team.

2. Business Function Recovery Priorities

RampedUp's main critical IT infrastructure resides in the cloud. In the event of a significant disruption, *RampedUp* will not have to restore IT functions. Instead RampedUp will need to work with our cloud vendors to ensure that their services continue to operate. These services include:

- Hosting, email, teleconference solutions, and file shares.
- Project management and bugs cloud solutions.
- Chat communication cloud solutions
- Invoicing and accounting cloud solutions
- CRM cloud solutions
- Application hosting for clients.

In the event that *RampedUp*'s cloud vendors do not continue to operate. *RampedUp* will periodically export the contents of these cloud solutions to our AWS S3 to enable us to continue to operate in the event of a disruption.

3. Relocation Strategy

RampedUp is headquartered at:
1551 Dunwoody Village Parkway,
Dunwoody, GA 30338, USA

In the event of a significant disruption in Atlanta. *RampedUp* would relocate to its alternate business site.

4. Alternate Business Site

For short term and long-term disruptions, *RampedUp* would move our headquarters to our alternative business address.

The *RampedUp* alternative business site address is:
4830 Dunwoody Jct
Dunwoody, GA 30338

In the event of a significant business disruption, *RampedUp* will transition back to the home once this is feasible.

5. Recovery Plan

In the event of a disaster, RampedUp senior leadership will declare a disaster. Next, *RampedUp* senior leadership will make the decision to activate the recovery phases.

6. Recovery Phases

The recovery phases shall target those activities that are most needed for *RampedUp* to continue to operate. The recovery phases are:

- **Recovery Phases**
  RampedUp declares a disaster. *RampedUp* makes the decision to activate the rest of the recovery plan.
- **Plan Activation**
  RampedUp puts the business continuity plan into effect. This phase continues until *RampedUp* resumes operations in Alternate Site Location.
- **Alternate Site Operation**
  Alternate site operation continues until we can restore the primary facility.
- **Transition to Primary Site**
  This phase continues until the company can appropriately move business operations back to the original business site.

7. Records Backup

RampedUp has a backup and recovery strategy in place for mission critical data. In Amazon Web Services (AWS), *RampedUp* currently maintains S3 buckets in North Virginia for these mission critical backups. These backup are performed nightly.

8. Restoration Plan

RampedUp maintains, controls, and periodically checks on all of the records that are vital to the continuation of our business operations, which would be affected by facility disruptions or disasters. *RampedUp* periodically backs up and stores the most critical files on AWS.

9. Recovery Teams

RampedUp has established a recovery team. We've divided the participants into appropriate groups based on job role and title. *RampedUp* has designated a leader for each portion of the business. Each leader has a specific duty with regards to recovering the operations of their unit.

- **Team Roles**
  RampedUp has identified the following roles: Team Leader and Backup Team Leader
- **Team Contacts**
  Please see the Contact List in the Appendix.
- **Team Responsibilities**
  RampedUp has designated the following responsibilities:

    - Business Continuity Coordinator Incident Commander
    - EOC HR/PR Officer
    - Information Technology Recovery Team
    - Client Relationships
    - Sales and Marketing
    - Legal/Contacts

10. Recovery Procedures

RampedUp specific activities needed to recover normal and critical business operations are:

Disaster Occurrence

This phase begins with the occurrence of the disaster event and continues until a decision is made to activate the recovery plans. The major activities that take place in this phase includes: emergency response measures, notification of management, damage assessment activities, and declaration of the disaster.

Notification of Management

Team leader informs the members of the senior management team if they have not been informed. Personnel are notified of the disaster. Depending upon the time of the disaster, personnel are instructed on what to do (i.e. stay at home and wait to be notified again, etc.)

Preliminary Damage Assessment

After a disaster occurs, quickly assess the situation to determine whether to immediately evacuate the building or not, depending upon the nature of the disaster, the extent of damage, and the potential for additional danger.

Note: If the main office is total loss, not accessible or suitable for occupancy, the remaining activities can be performed from the Emergency Operations Center (EOC), after ensuring that all remaining tasks in each activity have been addressed.

This applies to all activities where the Main Office is the location impacted by the disaster. The location(s) of the EOC are designated in Appendix D – Emergency Operations Center (EOC) Locations.

The EOC may be temporarily setup at any one of several optional locations, depending on the situation and accessibility of each one. Once the Alternate site is ready for occupancy the EOC can be moved to that location.

Declaration of Disaster
Actual declaration of a disaster is to be made after consulting with senior management. All teams should wait for notification from the senior management team that a disaster has been declared and that groups/departments are to start executing their Business Continuity Plans and relocate to their Alternate Business Site Location.

Plan Activation
In this phase, the Business Continuity Plans are put into effect. This phase continues until the alternate facility is occupied, critical business functions reestablished, and computer system service restored to RampedUp's Departments.

The major activities in this phase include: notification and assembly of the recovery teams, implementation of interim procedures, and relocation to the secondary facility/backup site, and re-establishment of data communications.

Relocation to Alternate Site
This phase begins after secondary facility operations are established and continues until the primary facility is restored. The primary recovery activities during this phase are backlog reduction and alternate facility processing procedures.

Implementation of Temporary Procedure
Gather vital records and other materials that were retrieved from the backup locations and determine appropriate storage locations, keeping in mind effectiveness of workgroups. Determine which vital records, forms, and supplies are missing.

Obtain from AWS S3 those files that are missing. Develop prioritized work activities, especially if all staff members are not available.

Establishment of Communication
Determine what activities that vendors are taking place to reroute telephone communications to the alternate site. This should be automatically done through Google Voice.

Restoration of Data Process and Communication with Backup Location
Determine when the data center is to be recovered, if affected by the disaster. Also, discuss when data communications will be established between the primary or secondary backup data center and your alternate site.

Commencement of Alternate Site Operations
Communicate with customers regarding the disaster and re-solicit phone contacts.

Management of Work
Determine priorities for work backlogs to ensure the most important backlogged tasks are resolved first. Set an overtime schedule, if required, based on staff and system availability.

Set backlog priorities, establish backlog status reports if necessary, and communicate this to the Client Relationships supervisor. Report the backlog status to management on a regular basis.

If backlogs appear to be very large or will take a significant time to recover, determine if temporaries could be used for certain tasks to help eliminate the backlogs. If justified, arrange for temporaries to come in.

Transition Back to Primary Operations
This phase consists of any and all activities necessary to make the transition back to a primary facility location.

Cessation of Alternate Site Procedures

Determine which alternate site operating procedures will be suspended or discontinued and when. Communicate the changes in procedures to all affected staff.

Relocation of Resources Back to Primary Site

Determine when will be scheduled for relocating back to the primary site. Communicate this schedule to all personnel and clients.