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# Business Continuity Plan

Pronounced80 Solutions Limited

*Freeing business from the tyranny of legacy software*

Version 1.0 | Effective: May 2026 | Review: Annual (and after any invocation)



## 1. Purpose

To maintain delivery of critical services during disruptive events.

## 2. Scope

Personnel, devices, communications, cloud services and supplier dependencies used to deliver services.

## 3. Roles

- **Director:** invokes the plan, leads response and stakeholder communication.

## 4. Critical Services and Dependencies

- Email and collaboration: Microsoft 365.
- Identity: Microsoft Entra ID.
- Source control / delivery: GitHub / Azure DevOps.
- Cloud platforms: Microsoft Azure, AWS.
- Connectivity: home broadband + mobile failover (4G/5G tethering).
- Devices: primary laptop + backup device.

## 5. Risk Scenarios and Responses

Scenario	Response
Internet outage	Switch to mobile failover; reschedule non-critical work.
Device failure	Switch to backup device; restore from cloud-synced data.
Cloud provider outage	Use alternate communication channels; resume on recovery; communicate impact to clients.
Personnel unavailability (illness)	Notify clients; reschedule; engage trusted associate where required and contractually permitted.
Cyber security incident	Invoke Incident Response (see Information Security Policy); contain, communicate, recover.
Premises unavailable	Work from alternate location (BCP relies on remote-first model).

## 6. Recovery Objectives (indicative)

- RTO for client-facing communication: within 1 business day.
- RTO for delivery work: within 2 business days.
- Data recovery: per cloud-native backup/versioning of relevant providers.



## 7. Communication

Clients are informed promptly of material impact, expected timeline, and recovery progress via agreed contact channels.

## 8. Testing

- BCP walkthrough at least annually.
- Periodic verification of backup/restore for key systems.
- Lessons-learned recorded and used to update the plan.

## 9. Plan Maintenance

Reviewed annually, after invocation, or on significant change.