

SCHEDULE K: DISASTER RECOVERY AND RESILIENCE POLICY

VERSION 1 – EFFECTIVE FROM PRODUCTION DELIVERY DATE

Introduction

This **Disaster Recovery and Resilience Policy** is a schedule to **our agreement** with **you**.

It covers some key features related to system resilience, and what **we** will do in the event of a disaster to maintain or re-establish service. It does not cover data protection, security, or incident management.

The TOTSCo **production hub** has an active-active-active platform to provide resilience. **Our** infrastructures and systems are located within the UK, and resilient against common failure.

Our environment is fully managed and **we** have a resource plan designed to always ensure maximum coverage and support, especially when considering Disaster Recovery (DR) scenarios. These aspects are managed via a specific DR management system.

Our DR recovery plan is held and managed using a purpose-built DR system, including clearly stipulated roles and responsibilities and will be reviewed regularly. The plan includes quarterly reviews and two annual tests. **We** will use a range of test scenarios to validate our resilience and recovery strategies against a wide range of potential incidents.

Any disaster will be treated as a Priority 1 incident and follow ITIL incident management principles including major incident processes and a post incident review which may initiate change, planned or emergency.

We will notify **you** via email and the TOTSCo website if a recovery plan results in any interruption to the **Services** and the extent of the interruption.

If the recovery plan has no impact on the **Services** you receive, the situation will be handled internally.

We also have measures in place to increase resilience to incidents such as isolated hardware failure or data corruption.

Our Disaster Recovery Objectives

I. Shortest possible RTO (Recovery Time Objective). The TOTSCo **production hub** is designed to be highly available, providing a non-stop technically resilient service through its active-active-active infrastructure design. Some types of disaster can unpredictably impact people, locations, and safety. In these cases, return to full operation would be as quickly as possible given the circumstances.

II. Minimum RPO (Recovery Point Objective - data loss after recovery should be minimised).

Your Responsibilities

As a user of the TOTSCo Hub, **you** agree to cooperate with us in the event of a disaster or other threat to service availability.

This may include following **our** instructions for accessing **our Services** during an incident, providing **us** with information necessary for us to restore **Services**, and taking any other actions **we** deem necessary to ensure business continuity.