

LANGUAGE REACH

Business Continuity Plan (BCP) for 2023

1. Policy Statement and Updates:

- Language Reach recognises the importance of business continuity and is committed to providing uninterrupted translation services to our customers. This BCP is updated annually to ensure its relevance and effectiveness.

2. Incident Management Process:

- The Incident Management Process will be activated immediately upon identification of a disruptive event. The Incident Management Team (IMT) will be responsible for overseeing the BCP's implementation and coordinating recovery efforts.

3. Recovery Team Members:

- The Recovery Team consists of designated personnel from key departments, including account management, project management, IT, Human Resources and Finance. Each team member is assigned specific responsibilities and tasks during recovery.

4. Recovery Strategy/ Procedures and Estimated Recovery Times:

- **Translation Services Recovery:** In the event of a disruption, the Translation Team will prioritise critical translation projects to ensure timely delivery to clients. Non-essential projects will be temporarily suspended.
- **IT Recovery:** The IT Team will activate backup systems and data recovery procedures to ensure continuity of technology services. Estimated recovery time for IT services is within 24 hours.
- **People Recovery:** HR will initiate protocols to ensure the safety and well-being of employees. Remote work arrangements will be activated to maintain service delivery during facility disruptions.
- **Facility Recovery:** In case of facility loss, an alternate location will be set up to resume operations. Estimated recovery time for facility-related disruptions is within 48 hours.