

# BUSINESS CONTINUITY POLICY

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**Company Name:** Evolve Document Solutions Limited

**Last Reviewed:** 24<sup>th</sup> November 2025

**Next Review Due:** 13<sup>rd</sup> November 2026

**Policy Owner:** Daniel Maddox – Director

## 1. PURPOSE

Evolve Document Solutions Ltd is committed to ensuring that we can continue delivering reliable services to our customers during unexpected disruptions. This Business Continuity Policy outlines the measures we have in place to protect our staff, our operations, and the information entrusted to us. It also demonstrates to customers, partners, and regulatory bodies that we have identified risks and established practical plans for managing them.

This policy aims to:

- Protect staff and maintain safe operations
- Ensure continuity of service in the event of disruption
- Protect customer data and uphold contractual obligations
- Support customers who rely on timely delivery of print, scanning, and IT services
- Provide assurance to public-sector funded and regulated organisations.

## 2. SCOPE

This policy applies to:

- All Evolve employees, contractors, and office locations
- All systems, data, and cloud services used by Evolve
- All customer-facing functions including engineering, IT support, helpdesk, and supplies

### **3. ORGANISATIONAL STRUCTURE & KEY RESPONSIBILITIES**

Evolve operates with a flat, collaborative structure designed to avoid single points of failure.

#### **Managing Director – Daniel Maddox**

- Oversees operations, key accounts, and commercial decisions
- Holds financial authorisation and banking access
- Final escalation point during continuity incidents

#### **Accounts Manager – Sarah**

- Responsible for banking, payroll, and financial operations
- Provides continuity cover for Daniel's financial responsibilities

#### **Office Manager – Donna Crook**

- Manages stock, supplier coordination, and customer logistics
- Provides continuity cover for ordering and consumables

#### **IT Manager – Adam Logsdon**

- Manages IT systems, backups, cloud infrastructure, cybersecurity, and remote access
- Supported by engineers Cameron, Keith, and Shane

#### **IT Engineers – Cameron, Keith, Shane**

- Provide shared cover for IT responsibilities
- Support remote-working, system maintenance, and customer support

*A full organisational chart is issued separately as part of the Business Continuity Pack.*

### **4. REMOTE WORKING & ACCESS CONTINUITY**

Evolve can continue operating from home without major interruption:

- All systems are cloud-based
- Backups run twice daily, managed by String Systems
- Helpdesk and engineering functions can operate remotely
- Phones can be diverted to mobiles
- Financial access is available online with secure authentication

- MFA is enabled for administration accounts

## **ANNUAL REMOTE ACCESS TEST**

IT will conduct a yearly remote-working test to confirm:

- System accessibility
- VPN/cloud stability
- Backup integrity
- MFA functionality

## **5. SUPPLIERS & STOCK CONTINUITY**

- Evolve typically holds **£30–40k of consumables** in stock
- Stock can be replenished within **24 hours**
- Donna, Daniel, and other staff can place orders
- Supplier list maintained with backup contacts

## **6. CUSTOMER COMMUNICATION DURING DISRUPTION**

If phones or email fail:

- Customers will be contacted via verified mobile numbers or WhatsApp Business
- Fraud prevention checks will include:
  - Serial number
  - Make/model
  - Site reference
- Evolve will apply the same checks when receiving unusual requests

## 7. KEY RISKS & MITIGATION MEASURES

Risk	Impact	Mitigation
Fire, theft, water damage	Loss of stock/equipment	Rapid replacement; remote-work capability
Cyber incident	System outage/data impact	Backups, MFA, external monitoring, Cyber Essentials
Major staff absence	Operational delay	Cross-training; shared IT responsibilities
Customer-side outages	Delayed support	Secure alternative communication channels
Fuel shortages	Impact to onsite visits	Prioritisation of urgent jobs; stocked vehicles

## 8. TESTING, REVIEW & MAINTENANCE

- Policy reviewed **every 12 months**
- Key information reviewed twice annually
- Six-month follow-up planned to complete outstanding items
- Policy re-issued after any major operational or system change


## 9. CYBERSECURITY ALIGNMENT

Evolve is undergoing **Cyber Essentials certification**, which includes:

- Boundary firewalls
- Secure configurations
- User access controls
- Malware protection
- Patch management

The Cybersecurity Policy will be updated post-certification.

**APPROVAL**

Signed:  (Managing Director)

Date: 1/11/2025