Business Continuity and Disaster Recovery (BC/DR)

Policy Owner: Georgia Donmoyer

Effective Date: January 1, 2023

Purpose

The purpose of this business continuity plan is to prepare Mesh Intelligent Technologies, Inc. in the event of service outages caused by factors beyond our control (e.g., natural disasters, man-made events), and to restore services to the widest extent possible in a minimum time frame.

Scope

All Mesh Intelligent Technologies, Inc. IT systems that are business critical. This policy applies to all employees of Mesh Intelligent Technologies, Inc. and to all relevant external parties, including but not limited to Mesh Intelligent Technologies, Inc. consultants and contractors.

The following scenarios are excluded from the BC/DR plan scope:

- Loss of availability for a production hosting service provider (i.e., GCP)
- Loss of availability of Mesh Intelligent Technologies, Inc. satellite offices (these will be considered incidents)

In the event of a loss of availability of a hosting service provider, the Chief Product Officer will confer with the IT Manager and executive staff to determine an appropriate response strategy.

Policy

In the event of a major disruption to production services and a disaster affecting the availability and/or security of the Mesh Intelligent Technologies, Inc. office, senior managers and executive staff shall determine mitigation actions.

A disaster recovery test, including a test of backup restoration processes, shall be performed on an annual basis.

Continuity of information security shall be considered along with operational continuity.

In the case of an information security event or incident, refer to the Incident Response Plan.

Alternate Work Facilities

If the Mesh Intelligent Technologies, Inc. office becomes unavailable due to a disaster, all staff shall work remotely from their homes or any safe location.

Communications and Escalation

Executive staff and senior managers should be notified of any disaster affecting Mesh Intelligent Technologies, Inc. facilities or operations.

Communications shall take place over any available regular channels including Slack, email, and online meeting tools.

Key contacts shall be maintained on the on-call schedule and key contacts: Key Contacts

Roles and Responsibilities

Role	Responsibility
IT Manager	The IT Manager shall lead BC/DR efforts to mitigate losses and recover the corporate network and information systems.
Departmental Heads	Each department head shall be responsible for communications with their departmental staff and any actions needed to maintain continuity of their business functions. Departmental heads shall communicate regularly with executive staff and the IT Manager.
Managers	Managers shall be responsible for communicating with their direct reports and providing any needed assistance for staff to continue working from alternative locations.
VP of Global Support	The VP of Global Support, in conjunction with the CEO and CFO shall be responsible for any external and client communications regarding any disaster or business continuity actions that are relevant to customers and third parties.
VP of Engineering	The VP of Engineering, in conjunction with the VP of Global Support, shall be responsible for leading efforts to maintain continuity of Mesh Intelligent Technologies, Inc. services to customers during a disaster.
Chief HR Officer	The CHRO shall be responsible for internal communications to employees as well as any action needed to maintain physical health and safety of the workforce. The CHRO shall work with the IT Manager to ensure continuity of physical security at the Mesh Intelligent Technologies, Inc. office.

Continuity of Critical Services

Procedures for maintaining continuity of critical services in a disaster can be found in Appendix A.

Recovery Time Objectives (RTO) and Recovery Point Objects (RPO) can be found in Appendix B.

Strategy for maintaining continuity of services can be seen in the following table:

KEY BUSINESS PROCESS	CONTINUITY STRATEGY
Customer (Production) Service Delivery	Rely on GCP availability commitments and SLAs
IT Operations	Not dependent on HQ. Critical data is backed up to alternate locations.
Email	Utilize Gmail and its distributed nature, rely on Google's standard service level agreements.
Finance, Legal and HR	All systems are vendor-hosted SaaS applications.
Sales and Marketing	All systems are vendor-hosted SaaS applications.

Plan Activation

This BC/DR shall be automatically activated in the event of the loss or unavailability of the Mesh Intelligent Technologies, Inc. office, or a natural disaster (i.e., severe weather, regional power outage, earthquake) affecting the larger Cincinnati region.

Version	Date	Description	Author	Approved by
1.0	14-Feb-2023	First Version	Georgia Donmoyer	Tsavo Knott

Appendix A - Business Continuity Procedures by Scenario

Business Continuity Scenarios

HQ Offline (power and/or network)

- CRM, Telephony, Video Conferencing/Screen Share & Corp Email unaffected
- SUPPORT unaffected
- HQ Staff offline (30-60 minutes)
- Remote Staff unaffected (US)

Procedure:

1. HQ Staff relocate to home offices (30-60 minutes)
2. Verify Telephony, CRM, & Email Connectivity at home offices (10 minutes)
3. Remotely resume normal operations

Disaster Event at HQ (Cincinnati)

- CRM, Telephony, Video Conferencing/Screen Share & Corp Email unaffected
- SUPPORT offline
- HQ Staff offline (variable impact)
- Remote Staff unaffected (US)

Procedure:

1. Activate Remote Staff (US)
2. Notify Customer Base of impaired functions & potential delays
3. Commandeer Field Resources for Critical Response (SE Teams)

SaaS Tools Down

- CRM, Telephony, Video Conferencing/Screen Share, or Corp Email Affected
- SUPPORT partially affected (no new cases, manual triage required)
- HQ Staff unaffected
- Remote Staff unaffected (US)

Procedures:

Google Workspace Down

1. All staff use alternate forms of communication.

Appendix B - RTOs/RPOs

Rank	Asset	Affected Assets	Business Impact	Users	Owners	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Comments / Gaps
1	Google Services	Site	Core services	All	N/A	N/A	N/A	Rely on Google SLA
2	Corporate Office	Site	Inability to update product/s	All	N/A	N/A	N/A	Rely on Union Hall SLA
3	Corporate Network	Network	Inability to use network resources from corporate office	All	N/A	N/A	N/A	Rely on Union Hall SLA
4	Company Laptops	Hardware	Inability to access materials stored on-device	All	IT Ops	24 hours	48 hours	Majority of work is done in the cloud and would not be impacted