

# BCP Disclosure Statement

## Continuity Plan Disclosure for Concorde Technology Group

Revised 01/04/2019

This document addresses the Concorde Technology Group, (the “Company”) business continuity plan (BCP). The purpose of this plan is to ensure the Firm’s uninterrupted operations and/or restoration of its business and operations in the most efficient and timely manner in case of an internal or external SBD (Significant Business Disruption). Our goal is to be fully operational within four hours of a SBD dependent on the firm’s essential employee’s ability to reach its disaster recovery site. A disruption can be caused by any accidental, natural or man-made malicious event that threatens or does disrupt normal operations or services for sufficient time to affect significantly, or cause failure to, an organisation. If a disaster situation arises, a communication chain among the “Emergency Contact Team” will be initiated.

### Emergency Contact Persons

Neil Roberts – Managing Director

Matthew Wood – Sales Director

David Appleyard – Financial Controller

Gillian Roberts – Human Resources Manager

Carl McDade – Head of Professional Services

Steven Lowery – Service Desk Team Leader

Tom Garfath – Continuous Improvement Analyst/IT Manager

Ian Morley – Customer Services Manager/Compliance Manager

Craig McDade – Operations Services Manager

### Company Policy

Our Company’s Policy is to respond to a Significant Business Disruption (SBD) by safeguarding employees’ lives and the Firm’s property, making a financial and operational assessment, quickly recovering and resuming operations, protecting all of the Company’s accounts and records, and allowing our customers to transact business.

### Significant Business Disruptions (SBDs)

Our plan anticipates two kinds of SBDs. Internal SBDs affect only our Company’s ability to communicate and do business. External SBDs prevent the operation the delivery of products, solutions and services including Cloud hosted and online services.

### **Plan Location and Access**

We maintain a copy of this BCP at each of our offices, a backup facility and on our main server. Copies of the BCP have been distributed among department heads.

### **Business Description**

Concorde Technology Group is one of the UK's leading IT support and services providers, delivering cost effective and innovative IT solutions to businesses across the country. Established in 1985, we're committed to making IT work for our customers and offer technical excellence and reliability as standard. As a national company with a localised quality, we benefit from a loyal customer base and economies of scale yet maintain an inherent flexibility and personable approach. We place great importance on the long-term relationships held with our customers and partners and offer a unique level of customer focus. Our dedicated team provides IT services, solutions and support 24 hours a day, 7 days a week so whether you are looking to deploy a new solution or maximise the lifespan of your current IT infrastructure, we are ideally placed to support your business.

## **Office Locations**

### **Head Office**

Concorde house  
Wakefield Road  
Ossett  
West Yorkshire  
WF5 9JS

### **North West Office**

18 Blackburn Technology Management Centre  
Challenge Way  
Blackburn  
BB1 5QB

### **Midlands Office**

224-225 SATRA Innovation Park  
Rockingham Road  
Kettering  
Northants  
NN16 9JH

### **Southern Office**

2nd Floor  
1 Furzeground Way  
Stockley Park  
Uxbridge  
UB11 1BD

## **Alternative Physical Location(s) of Employees**

In the event of an SBD, all essential personnel will report to their designated disaster recovery site. In addition, the Company intends to forward all telephone calls the designated recovery site, if possible.

## **Data Back-Up, Replication and Recovery (Hard Copy and Electronic)**

Our Company maintains a full copy of all relevant documents in our offsite storage facility. On a continuous basis, we backup and replicate all of our infrastructure systems and all electronic working files to an external DR facility (Data Centre). We have access to those records and files at any given time. In the event of an internal or external SBD we can always recover our records and spin up our replicated infrastructure and continue operating.

## **Communications between the Company, Customers, Employees, and Suppliers**

In the event of an SBD, we will use the means comparable in speed and form to the means that we have used in the past to communicate with our customers and employees. We will always keep all parties informed with status reports on the situation of the business.

[www.tctg.co.uk](http://www.tctg.co.uk)

### **Critical Business Suppliers and Partners**

We have contacted our key Suppliers and Partners to ensure they maintain a BCP and have the capacity to deploy it in the event of an internal or external SBD.

### **Disclosure of Business Continuity Plan**

We will include a copy of this summary to customers however due to the nature of the services we provide and to the customers that we provide those to we are unable to disclose the full BCP externally to our business

### **Updates and Annual Review**

The Company will review the BCP annually or when required due to change.

### **Contact information**

Any questions regarding the Company's Business Continuity Plan should be addressed to: Neil Roberts, Concorde Technology Group Limited, Concorde House, Wakefield Road, Ossett, West Yorkshire, WF5 9JS