



Business Continuity & Disaster Recovery

Business continuity is of the greatest importance to Tower Supplies in providing continued and uninterrupted products and services to clients. Tower has identified the incidents that could occur and determined the business areas that may be affected.

The areas covered under Tower's Business Continuity and Disaster Recovery Plan are:

- IT Infrastructure
- Communications
- Office Facilities
- Power
- Warehouse & Storage
- Manufacturing & Supply
- Transport & Delivery

1. IT Infrastructure

Power:

All servers and critical equipment are connected to a UPS. In the event of a power outage, power to servers will automatically switch to the UPS. A controlled shutdown and start-up process are in place to ensure services are restored in a controlled fashion. This system is periodically tested to ensure it is fully operational.

Data & Systems:

All systems are hosted on within a VMWare virtualised server environment. All data is hosted on SAN device with hot swappable disc arrays configured in either RAID5 or RAID10 with built in redundancy. All virtual machines and associated data is backed up locally to NAS and offsite to NAS and secondary disaster recovery environment at another site using Veeam technology.

Monitoring & Reporting:

There is remote monitoring and reporting of servers and backup procedures by a third-party service provider. Items and process monitored include server operating environments (e.g. temperature), hard disk operating environment (e.g. disk errors, RPM), system events and backup processes.

Disaster Recovery:

In the event of major hardware failure or data loss within core environment despite the built-in redundancy of data and hardware with automated failover of virtual machines between multiple hosts within this environment, we have the ability to restore virtual machines and/or data from backups and/or to restore services from our secondary site.

2. Communications

Communications facilities and infrastructure cover telephone and e-mail systems. E-mail systems are covered under IT Infrastructure procedures.

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Telecommunications:

Telecommunications are provided via Microsoft Teams routed through an SBC hosted in Azure. This is monitored and maintained by a Third Party.

3. Office Facilities

Power:

Current arrangements for backup power are in the process of being upgraded with the provision of a larger capacity generator for use in the event of electrical power disruptions. Gas is used solely for heating purposes and as such any disruption in gas supply would partly covered by the existing electric heating systems and the remainder of such supply would be from additional electric units.

Buildings:

In the event of fire or any other disaster that would make the physical office facilities unusable, the company has three premises, each of over 12,000 sq ft, within 3 miles of each other. Each has good office space and all normal facilities. The administration of the business could be transferred to any one of the three sites with a minimum of disruption and a temporary warehouse operation could be established in any of the three facilities.

Disaster Recovery:

In the event of power failures, the Quality Manager will initiate recovery procedures by informing the relevant power provider and ensuring the backup power generator is operating correctly. If it is necessary to clear the building, normal fire practices will be observed. Transfer of operations to other locations will be coordinated by the senior management / partners according to pre-arranged agreements.

4. Warehouse & Storage

Power:

Current arrangements for backup power are in the process of being upgraded with the provision of a larger capacity generator for use in the event of electrical power disruptions. Gas is used solely for heating purposes and as such any disruption in gas supply would partly covered by the existing electric heating systems and the remainder of such supply would be from additional electric units.

Buildings:

In the event of fire or any other disaster that would make the physical warehouse facilities unusable, the company has three premises, each of over 12,000 sq ft, within 3 miles of each other. Each has good office space and all normal facilities. The administration of the business could be transferred to any one of the three sites with a minimum of disruption and a temporary warehouse operation could be established in any of the three facilities.

In addition, the company has a support agreement with a group of 40 similar distributors with operations throughout the UK. In the event of a disaster, group distributors will activate all their support to ensure service is maintained to clients. The Group can provide the same products, backed up by the same levels of service immediately available from various locations.

Disaster Recovery:



In the event of power failures, the Quality Manager will initiate recovery procedures by informing the relevant power provider and ensuring the backup power generator is operating correctly. If it is necessary to clear the building, normal fire practices will be observed. Transfer of operations to other warehouses will be coordinated by the senior management / partners according to pre-arranged agreements.

5. Manufacturing & Supply

The company operates a multiple manufacturing and supplier strategy. In the event of manufacturing or supply issues with one manufacturer / supplier, items can be sourced and provided by an alternative supplier. In addition, the company has support arrangements with other distributors within the UK who are part of the same buying group and have agreed to provide backup and support to each other in case of emergency.

The company also has spare manufacturing, embroidery and warehousing capacity to cope with both disaster situations and rush orders.

Disaster Recovery:

In the event of supply problems, the Category Manager will initiate the switch of supply operations to backup / alternative suppliers.

6. Transport & Delivery

Multiple carriers are used to provide continued delivery to clients. In addition, the company has its own vans and drivers that can step in.

Disaster Recovery:

In the event of problems with transport and delivery arrangements, the Quality Manager will contact relevant carriers to overcome such problems.

Actions and Responsibilities

Critical Event	Action	Responsibility
Electricity Disruption	Identify nature and extent of disruption. Communicate with electricity provider. Communicate with staff. Initiate backup power generator. If severe disruption consider initiating Office Building Disaster action. Liaise with Sales and Customer Services to inform affected clients.	Quality Manager
Gas Disruption	Identify nature and extent of disruption. Communicate with gas provider. Communicate with staff. If severe leak, clear building. If severe disruption consider initiating Office Building Disaster action. Liaise with Sales and Customer Services to inform affected clients.	Quality Manager
Switchboard / Phone Disruption	Identify nature and extent of disruption. Communicate with phone provider. Communicate with staff.	Head of IT

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	<p>Check all diverts working correctly. Communicate with Sales and Customer Services to Inform affected clients.</p>	
Network Disruption / External Data Link Down	<p>Identify nature and extent of disruption. Communicate with data comms provider. Communicate with staff. Communicate with Sales and Customer Services to Inform affected clients.</p>	Head of IT
Server / Hardware Fault	<p>Identify nature and extent of disruption. Communicate with IT Support provider. Communicate with staff. Communicate with Sales and Customer Services to Inform affected clients.</p>	Head of IT
Data System / Software Fault	<p>Identify nature and extent of disruption. Communicate with IT Support provider. Communicate with staff. Communicate with Sales and Customer Services to Inform affected clients.</p>	Head of IT
Office Buildings Disaster e.g. Fire	<p>Identify nature and extent of disruption. Determine if all or part of office operations are affected. Initiate move to alternative facilities (other Tower buildings) and / or Initiate support request to supporting distributors. Communicate with Sales and Customer Services to Inform affected clients.</p>	CEO
Warehouse Disaster e.g. Fire	<p>Identify nature and extent of disruption. Determine if all or part of warehouse operations are affected. Initiate move to alternative facilities (other Tower storage) and / or Initiate support request to supporting distributors. Liaise with suppliers and carriers. Communicate with Sales and Customer Services to Inform affected clients.</p>	CEO
Badging Disruption	<p>Identify nature of disruption. If equipment failure, liaise with supplier to repair or replace. Determine extent of disruption. Identify work and customers affected. Contact backup badging partners to carry out badging. Liaise with Sales and Customer Services and / or affected clients.</p>	Head of Operations

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Supplier / Manufacturing Disruption	Identify nature of disruption, suppliers and products involved. Liaise with supplier to determine extent of disruption. Contact support distributors and /or Contact alternative approved suppliers. Communicate with Purchasing Team, Sales and Customer Services.	Senior Partner
Delivery Disruption	Identify nature of disruption. Liaise with carrier / driver to determine extent of disruption. Contact backup carrier / driver to initiate alternative delivery arrangement. Communicate with Sales and Customer Services to Inform affected clients.	Quality Manager

Key Staff Contact List

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