

BUSINESS CONTINUITY PLAN

CYCLING WITHOUT AGE SINGAPORE

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APPROVED BY	AARON YEOH	TITLE	CHAIRMAN	DATE	30 JULY 2020

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1. BUSINESS FUNCTION RECOVERY PRIORITIES

Disaster recovery teams use this strategy to recover essential business operations at an alternate location site. The information system and IT teams restore IT functions based on critical business functions.

PHYSICAL ASSETS

Our key physical assets include:

1. Office space (rented)
2. Trishaws (deployed to our senior care partners' locations with the exception of 2 trishaws, which are currently at one of our board director's house)
3. IT equipment – laptops – under the care of our individual team members (4 laptops total)
4. IT equipment – office printer – located in our rented office space
5. VR headsets – 10 pieces total, located in our rented office space
6. Aging simulation suits – 40 sets total, located in our rented office space.

Access to and transport of these physical assets to alternate locations, if needed, will be done on a per need basis, depending on the disaster. Most assets that are based in the office are movable assets that do not require professional moving equipment to be transported so a secondary location, except for the aging suits, due to their weight. Trishaw transport and transport for these aging simulation suits will be done by our trusted transport service providers, as and when needed.

DIGITAL ASSETS

4 key groups of information will be regularly backed up in the hello@withoutage.sg Google Drive. This withoutage Google Drive will serve as an alternate location site for our files and will be accessibly in light of the need for accessing our digital files in a secondary site.

OPERATIONS AND DEVELOPMENT DATA – stored in a shared drive, with a backup in the hello@withoutage.sg Google Drive

FINANCE AND ADMINISTRATION DATA - stored in a shared drive, with a backup in the hello@withoutage.sg Google Drive

PR, COMMUNICATIONS AND FUNDRAISING DATA - stored in a shared drive, with a backup in the hello@withoutage.sg Google Drive

VOLUNTEER DATA – stored in Rosterfy, a third-party volunteer management system with a backup volunteer list generated once every 6 months and stored in the hello@withoutage.sg Google Drive

2. RELOCATION STRATEGY

Our relocation strategy is dependent on several factors including:

- 1 – government advisories during times of disaster
- 2 – advisories from the Board of Directors or CWA Management on the need to trigger our relocation strategy
- 3 – advice from our lessor that our office space is not fit for occupancy

3. ALTERNATE BUSINESS SITE

An organization uses the alternate business site and relocation strategy in the event of a disaster or disruption that inhibits the continuation of the business processes at the original business site. If both types of disruptions occur, this strategy should include both short-term and long-term relocation sites.

Should there be a need for an alternate work location, the default location will be work from home for our team members. Most of the work we do as a team can be easily done when working remotely. Access to office equipment and accessories remain the biggest challenge in a disaster, however our core operations can be conducted from home.

4. RECOVERY PLAN

Our recovery plan includes the following points:

1. Declaration of disaster and need to activate a disaster recovery plan, done by CWA management
2. Activation of agreed recovery plan based on the team's ability to execute
3. Reporting to the Board of Directors on the execution, progression and completion of the recovery plan

5. RECOVERY PHASES

These are the activities you need most in order to continue business operations, and the recovery plan should target these essential business functions. The recovery plan should proceed as follows:

A. DISASTER OCCURRENCE

The company declares a disaster and makes the decision to activate the rest of the recovery plan.

B. PLAN ACTIVATION

During this phase, the company puts the business continuity plan (BCP) into effect. This phase continues until the company secures the alternate business site and relocates the business operations.

Plan activation will mean:

- Team members are working from home
- An assessment of key assets is done to determine what is needed for the team to have access to and be able to execute their work from home
- Collection and distribution of these are done as soon as possible to facilitate smooth cutover to alternate mode of operations

C. ALTERNATE SITE OPERATION

This will be home premises of each team member, until such time that the primary office location can be accessed once more.

D. TRANSITION TO PRIMARY SITE

The transition to the primary site will only be done when:

- 1 – The Board of Directors have convened and agreed that it is safe to resume operations in our primary location
- 2 – CWA Management issued a formal 'back to office' memo with any required guidelines to be followed as part of the transition back to the primary work site.

6. RECORDS BACKUP

DIGITAL RECORDS

4 key groups of information will be regularly backed up in the hello@withoutage.sg Google Drive. This withoutage Google Drive will serve as an alternate location site for our files and will be accessibly in light of the need for accessing our digital files in a secondary site.

OPERATIONS AND DEVELOPMENT DATA – stored in a shared drive, with a backup in the hello@withoutage.sg Google Drive

FINANCE AND ADMINISTRATION DATA - stored in a shared drive, with a backup in the hello@withoutage.sg Google Drive

PR, COMMUNICATIONS AND FUNDRAISING DATA - stored in a shared drive, with a backup in the hello@withoutage.sg Google Drive

Data on these three areas should be backed up in the hello@withoutage.sg Google Drive **every 3 months**.

VOLUNTEER DATA – stored in Rosterfy, a third-party volunteer management system with a backup volunteer list generated **every 6 months** and stored in the hello@withoutage.sg Google Drive

PRINTED RECORDS

All printed records will have digital copies and will be stored in the hello@withoutage.sg Google Drive

7. RESTORATION PLAN

Disaster recovery / IT teams maintain, control, and periodically check on all the records that are vital to the continuation of business operations, particularly those that facility disruptions or disasters would affect. The teams periodically back up and store the most critical files at an off-site location.

Given the size of our organisation, we feel it sufficient as this point in time to have the digital assets we have backed up in the withoutage Google Drive.

8. RECOVERY TEAMS

The company establishes recovery teams and divides the participants into appropriate groups based on job role and title. The organization designates a team leader for each team. It assigns a specific role or duty to each remaining member of the team.

A. TEAM ROLES

The Executive director is the designated safety officer of the team. He/she can then elect to choose one more safety officer to ensure a good coverage and monitoring of safety measures.

During times of disaster and when applicable to still work onsite, the team will be split into 2 to ensure continuity of operations. The teams will be as follows:

Team A	Team B
Executive director	Operations Manager
Programme Manager	Programme Manager
Operations Associate	Finance and HR

These teams will follow alternate weeks of working onsite and remotely/from home. This setup ensures that admin and operations can go ahead in the event that one of the teams are not able to report for work.

When we are unable to work onsite, the teams will work remotely from home.

The Executive director will also act as the point of communications to inform key stakeholders, volunteers and other partners on BCP activation and way of working with the team until the disaster has averted.

B. TEAM CONTACTS

Executive Director – Marie Adeline Elicano, 9382 1060

Programme Manager – Kristine Schaan, 9380 2329

Programme Manager – Pam Rolink, 81642314

Programme Manager – Alleshia Nordmark

Accountant – Veenita Singh, 9151 1564

Operations Associate – Sadana K, 9060 6127

Digital Marketing Executive – Jimmy Tan, 9759 4159

9. RECOVERY PROCEDURES

The company details the specific activities or tasks it needs to recover normal and critical business operations. It describes each strategy by enumerating the specific set of activities and tasks you need to recover appropriately.

Recovery procedures include the following:

- 1 – approval of the Board that regular operations may resume
- 2 – memo from executive director to staff regarding resumption of normal business activities
- 3 – assessment of any damages and potential expenses to be adjusted in the budget
- 4 – assessment of digital and physical assets to ensure ability to operate at the primary site
- 5 – communication to stakeholders and volunteers on the resumption of regular business activities

10. VIRTUAL SERVICES ACTIVATION

Virtual services will be triggered as the primary service to the community, should our trishaw rides and other related programmes need to stop. These virtual services pertain to virtual trishaw rides and virtual training activities.

Activation procedures include the following:

- 1 – approval of the Board that virtual services will be shifted as primary delivery for community service
- 2 – memo from executive director to staff regarding shift in focus
- 3 – assessment of assets for virtual services will be done prior to actual deployment
- 4 – virtual services deployed by same programme managers – they will be trained to deliver both types of service
- 5 – communication to stakeholders and volunteers on shift in services and how to access these services
- 5 – regular review of this focus area against the needs of the community and climate to deliver our service

*In regular operations, the virtual service runs alongside our regular trishaw rides but with lower focus on grow the beneficiary base.