

BUSINESS CONTINUITY PLAN

This plan is to enable FundApps to respond to a crisis and to enable the business to continue its business operations in the event of disruption by whole or partial denial of access to FundApps premises and other crises that impact the delivery of services (e.g. loss of critical service providers, flooding, fire, loss of staff et al).

We are deliberately excluding loss of production infrastructure, which is covered separately [here](#).

1. Objectives

- Ensure the safety of staff
- Minimise disruption
- Return to normal operations in the shortest practical time.

2. All staff responsibilities during an office-related incident

Ref	Action	Status
1	Make sure you're safe. If evacuating, leave all of your belongings behind and leave the building as quickly as possible.	
2	Call emergency services if needed! If in doubt, call them. Make sure you are safe.	
3	If you're the first person to notice an incident, alert everyone else by triggering a BC incident workflow in #incident channel. If you don't have Slack on your phone or you don't have your phone with you, find someone who does.	
4	If evacuated from the building, remain at the evacuation point until instructed otherwise.	
5	In some cases, we will ask for confirmation to ensure you are safe. In these cases please make sure you respond as soon as possible, regardless if you are on annual leave or working from home. This allows us to automatically count the status of all staff.	
6	Be aware that you might be asked to play a role in the response should this plan be invoked.	
7	Do NOT speak to the Media or report on events through social media.	

3. All staff responsibilities during an IT-related incident

Ref	Action	Status
1	If you're the first person to notice an incident, alert everyone else by triggering a BC incident workflow in #incident channel. If Slack is unavailable, use Google Chat to notify the IT or Security teams.	
2	In some cases, we will ask for a confirmation to ensure you are aware of the incident and can work. In these cases please make sure you respond as soon as possible, regardless if you are on annual leave or working from home. This allows us to automatically count the status of all staff and to quickly identify if anyone needs support.	
3	Be aware that you might be asked to play a role in the response should this plan be invoked.	
4	Do NOT speak to the Media or report on events through social media.	

4. Triggers for activating CMT

- Potential for our staff to be in danger or injured
- Building outage likely to last more than 30 minutes and which will severely impact the ability for staff to work from the office
- An event that could cause damage to our office
- An event affecting our ability to use our critical Suppliers

- An event that could affect our business or operational service level agreements
- If in doubt, let the CMT know

5. Crisis Management Team (CMT)

Global incidents

Who	Role	Contact No
REDACTED	CEO	REDACTED
REDACTED	CTO	REDACTED
REDACTED	Global Operations Manager	REDACTED
REDACTED	CFO	REDACTED
REDACTED	Chief Product Officer	REDACTED
REDACTED	CRO	REDACTED
REDACTED	Global Head of Client Services	REDACTED
REDACTED	Office Manager US	REDACTED
REDACTED	Senior Client Success Manager	REDACTED
REDACTED	Head of North America	REDACTED
REDACTED	Chief People Officer	REDACTED
REDACTED	Head of InfoSec	REDACTED
REDACTED	Office Manager UK	REDACTED
REDACTED	IT Manager	REDACTED
REDACTED	Information Security Analyst	REDACTED

London office-specific incidents

Who	Role	Contact No
REDACTED	CEO	REDACTED
REDACTED	CTO	REDACTED
REDACTED	Global Operations Manager	REDACTED
REDACTED	CFO	REDACTED
REDACTED	Chief Product Officer	REDACTED
REDACTED	Global Head of Client Services	REDACTED
REDACTED	Head of InfoSec	REDACTED
REDACTED	Office Manager UK	REDACTED
REDACTED	IT Manager	REDACTED
REDACTED	Information Security Analyst	REDACTED
REDACTED	Chief People Officer	REDACTED

NYCoffice-specific incidents

Who	Role	Contact No
REDACTED	Office Manager US	REDACTED
REDACTED	Head of North America	REDACTED
REDACTED	Client Services Lead, Americas	REDACTED

Singapore office-specific incidents

Who	Role	Contact No
REDACTED	Senior Client Success Manager	REDACTED
REDACTED	Client Success Manager	REDACTED
REDACTED	Global Operations Manager	REDACTED
REDACTED	Office Manager UK	REDACTED

6. Actions

6.1 Immediate actions if a crisis involving a FundApps office

Ref	Action	Assigned	Status
1	Ensure staff are safe.		
2	First CMT member to be notified to ensure that all other CMT members are aware. Go to #incident channel and trigger a workflow to declare a business continuity incident. This will create a new #bcp- channel, link all the relevant documentation and invite the entire CMT.		
3	If there is no CMT member onsite to take over the management of the crisis, Assign the "Owners" (Incident leads - usually the people initial handlers of the incident) and the Communication leads. Fill in the information in the channel topic. Manage the subsequent steps until a CMT member becomes available to take over.		
4	Communications Lead must start Events and Decisions Log and continue to keep records.		
5	Establish known facts and determine severity of Incident. (Are Emergency Services already present? Is everyone out? Is anyone hurt?)		
6	Make decisions and advise staff of immediate action (e.g. stay at home, go home).		
7	Ensure that all staff, including those not in the office (e.g. off sick, on annual leave, out at lunch, at an external meeting etc.) have been accounted for. Alert all relevant staff through Slack, Email and SMS survey sent to staff and advise them on immediate action.		
8	Liaise with Emergency Services, Property Services and inform the team of the situation		
9	Establish viability for business as usual (who has equipment, who can work, from where)		
10	Request team leaders to instruct their team members on how to operate during the disruption.		
11	In case of a loss of equipment, immediately purchase new equipment on priority order in line with our existing hardware inventory and procedure to order equipment .		
12	Depending on the duration of the incident, staff should inform their expected visitors and if appropriate, direct them to an alternative meeting point.		
13	Ensure the office is secure when practical to do so.		
14	If the office is unusable, ascertain the expected length of time to 'normality' and consider the need for alternative accommodation. Decide who will work from this location.		
15	Deal with incident needs arising (money, tickets, taxis) , record them accordingly and collect receipts to support any insurance claims. Expenditure Log		
16	If Press and Media are on site, refer them to the CEO, or in the CEO's absence, to the Head of Marketing.		
17	Identify any key events, deadlines and project deadlines that may alter the recovery priorities		
18	Arrange with the Landlord for damage reports and salvage actions to be taken.		
19	Liaise with Insurance company if relevant		

6.2 Immediate Actions in case of external events (terrorism, pandemic)

In the case the FundApps office is unusable, unreachable or government advice is to remain at home, then follow any government issued advice and our Immediate Actions if an office incident.

6.3 Immediate Actions in case of SaaS-related crisis

Ref	Action	Assigned	Status
1	First CMT member to be notified to ensure that all other CMT members are aware. Go to #incident channel and trigger a workflow to declare a business continuity incident. This will create a new #bcp- channel, link all the relevant documentation and invite the entire CMT.		
2	Assign the "Owners" (Incident leads - usually the people initial handlers of the incident) and the Communication leads. Fill in the information in the channel topic.		
3	Cross-post to #announcements, Email and SMS survey sent to staff .		
3	Establish known facts and determine the severity of the Incident. (What is the impact to FundApps' operations).		
4	Identify alternative providers or mitigating steps that can be taken to reduce impact of disruption.		

6.4 Immediate Actions in case Slack is down

1	Alert IT Support (itdepartment@fundapps.co)		
2	Go to #bcp channel in Google Chat		
3	Click "Add groups" and add Team (everyone at FundApps)		
2	Assign the "Owners" (Incident leads - usually the people initially handled of the incident) and the Communication leads.		
3	Alert all staff through Email and SMS survey sent to staff.		
3	Establish known facts and determine the severity of the Incident. (What is the impact to FundApps' operations).		
4	Keep updating the #bcp channel with updates on resolution and give staff instructions on what's expected of them (e.g., coming into work, staying at home) and what further impacts may continue to affect them or their colleagues.		

7. Version Control

v	Summary of Changes	Date
1.11	Aligned BCP with the Notion guide for CMT	April 2025
1.10	Updated CMT members.	March 2025
1.9	Updated CMT members.	Dec 2024
1.8	Updated CMT members. Updated section 5.3 to add step 1. Created region-specific CMT lists to handle incidents which only affect specific regions.	Jul 2023
1.7	Updated Actions for incidents affecting Software As A Service (SaaS)	Aug 2022
1.6	Updated Crisis Management Team + review process in light of post-pandemic work organization.	May 2022
1.5	Updated Crisis Management Team	Jun 2021
1.4	Updated Following Pandemic	Aug 2020
1.3	Included link to BCP SMS Setup and added Team Leaders implication in BCP process	Oct 2019
1.2	CMT Updated	Aug 2019
1.1	CMT updated, note SMS contact step	Oct 2018
1.0	Split from DR plan	Feb 2016

