



Contingency Procedure

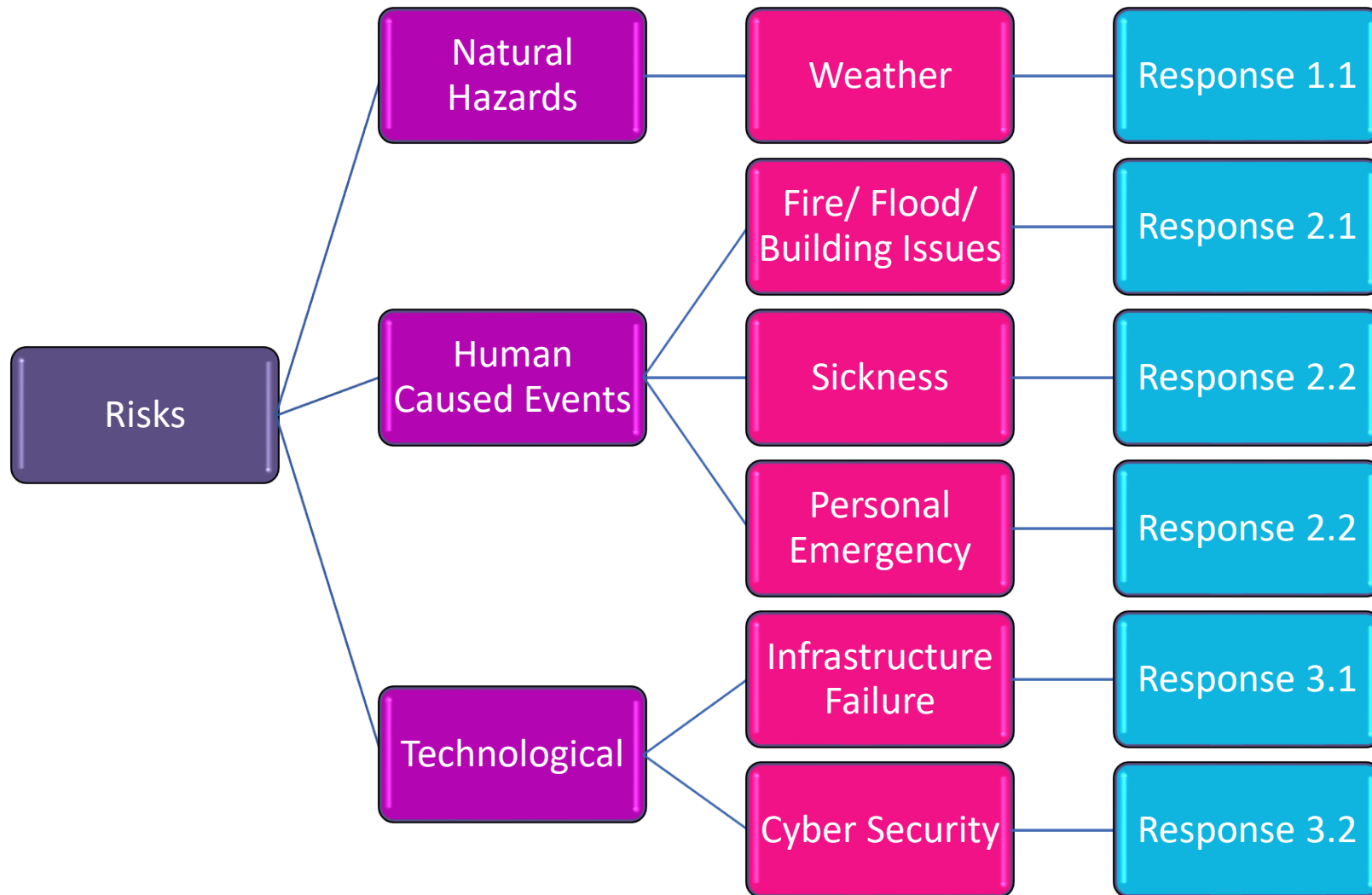
Version	Date	Author	Rationale
V0.1	Dec 20	Emma Morris Find My Unicorn	First Draft
V0.2	Dec 20	Emma Morris Find My Unicorn	Final Review
V0.3	Feb 21	Emma Morris Unicorn VA Services	Change of business name and logo





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Risks to Business



Business Responses

Response 1.1 – Weather

Occasionally there may be times when extreme weather could affect the ability to provide services to clients, this could include flood, winds, lightning etc that effect power supply. If this occurs, the following procedure will be followed:

- The relevant utility companies will be contacted to establish how long power supply may be affected
- Once established all effected clients will be contacted:
 - If short term outage is expected, then clients will be informed of the expected time business will return to normal
 - If long term outage is expected, then an alternative workspace is available, and clients will be informed that we will temporarily be moving location and business will return to normal within one hour

Response 2.1 – Fire / Flood / Building Issues

In extreme circumstances the working area could be affected by issues that effect the ability to continue work, this could be fire, flood or building issues etc. In these circumstances, the following procedure will be followed:

- All effected clients will be notified immediately
- An alternative workspace is available, and clients will be informed that we will be moving location and business will return to normal within one hour

Response 2.2 – Sickness or Personal Emergency

There will be times where sickness or personal emergencies are unavoidable, if this occurs the following procedure will be followed:



- All clients effected will be notified at the earliest possible time (or no later than 9 am) of the issue effecting business
- Clients will be given an expected time/date that business will return to normal and will be kept up to date regularly
- Any deadlines effected will be assessed and renegotiated with the client

Response 3.1 – Infrastructure Failure

Occasionally there may be times when infrastructure failure effects the ability for the business to operate as normal. If this occurs, the following procedure will be followed:

- The relevant companies will be contacted to establish how long power supply may be affected
- Once established all effected clients will be contacted:
 - If short term outage is expected, then clients will be informed of the expected time business will return to normal
 - If long term outage is expected, then an alternative workspace is available, and clients will be informed that we will temporarily be moving location and business will return to normal within one hour

Response 3.2 – Cyber Security

Regardless of the high levels of security we practice, we can not protect the business fully. In the case of a cyber security breach, the following procedure will be followed:

- All effected clients will be contacted and notified of the breach that has occurred and if/how they have been affected
- The infected device will be isolated and quarantined for investigation
- The incident will be reported to our Cyber Security Insurance provider

