Solidatus

Solidatus business continuity plan

Version: 2.2

Date: 07 September 2021

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1. Risk methodology

1.1 Definition

'A holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience with the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand and value-creating activities.' (Business Continuity Institute, 2001.)

1.2 Methodology framework

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Registered in England. Company No: 07485799. Registered office: 34 Copse Wood Way, England, HA6 2UA

United Kingdom – Singapore – USA

2. Governance

2.1 Company structure

2.1.1 Private Limited Company, registered in England and Wales, Singapore and the USA.
2.1.2 Principle Governance: Executive and Board of Directors

2.2 Registered addresses

2.2.1 HQ: 34 Copse Wood Way, London, HA6 2UA, United Kingdom
2.2.2 Singapore: 9 Raffles Place, #26-01 Republic Plaza, Singapore 048619
2.2.3 United States: 16192 Coastal Highway, Lewes, Delaware, 19958, United States of America

Registered offices

2.2.4 London: 30 Stamford Street, London, SE1 9LQ, United Kingdom
2.2.5 Singapore: 12 Marina Boulevard, #17-1758 MBFC Tower 3, Singapore 018982

2.3 Accountability officer

2.3.1 Philip Miller – Email: philip.miller@solidatus.com Phone: +44 (0)20 4566 6080

3. Mitigations – Loss of work to competitors

3.1 The principle income of Solidatus is from software sales.

3.2 The principle outgoing is staff costs.

3.3 Projections are made on a month-month cashflow basis and the business is set up such that software income covers this on an annual basis.

3.4 Worst Case Scenario

Loss of business to the extent that the month-month cashflow requirements cannot be met. This might mean that staff would have to have their pay suspended or let go, external liability obligations might be missed.

3.5 Mitigation

Facilities are in place to borrow money to cover several months of deficit while new business is sought. A cashflow runway is to be maintained for 6 months into the future to cushion the need to draw down on the facility.

4. Mitigations – Failures within your supply chain

4.1 Solidatus is a software vendor and relies on some open-source frameworks and online cloud hosting.

4.2 Worst Case Scenario 1 – An open-source framework is compromised

If one of the open-source frameworks were to be withdrawn or have a fatal security breech, then there would be risk to customers.

4.3 Mitigation

All frameworks are versioned and only sourced from internal repositories. In the first instance we would use an un-compromised version from our repository, fixing any legacy issue ourselves as per the OSS license. We would advise customers and re-released un-compromised software, deprecating and removing the affected framework.

4.4 Worst Case Scenario 2 – A cloud vendor ceases serving data

If there were a significant failure of a cloud vendor, then we would not be able to serve SAAS customers.

4.5 Mitigation

Solidatus is a containerised application and would be moved to an unaffected cloud. There would be a brief delay while DNS address updates propagated.

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5. Mitigations – Loss of reputation

5.1 As a small company, Solidatus is heavily reliant on its reputation. Loss of reputation would be similar in financial terms and could cause a cascade failure to obtain new work or loss of current work.

5.2 Worst Case Scenario

A client takes action due to a failure on the part of Solidatus to secure their data or similar resulting in the loss of work and public loss of reputation

5.3 Mitigation

Reputational clauses are written into all contracts and there are mechanisms in place to prevent situations from becoming public and recover damages if they do. Furthermore, a plan of publicity to counter public allegations would be enacted to mitigate fall-out. It is likely that there would be short term financial pain to be weathered. Facilities are in place to borrow money to cover several months of deficit while new business is sought. A cashflow runway is to be maintained for 6 months into the future to cushion the need to draw down on the facility.

6. Mitigations – Human resources issues

6.1 As a growing company of 90 staff over three global locations we are more reliant than larger organisations for key man dependencies, however, we are currently formulating succession plans and are in the process of removing key man dependencies wherever they exist within the business through growth, knowledge transfer and evolving organisational structure.

6.2 Worst Case Scenario 1 – Key personnel problems

Key personnel are either unavailable or leave the company with little or no notice or people withholding services due to a disagreement. This might lead to a situation where services were not manageable due to intellectual property not being fully available, for example passwords or computer details.

6.3 Mitigation

All staff agree to a legal level of conduct and have a notice period that means they cannot leave the Company without reasonably handing over work or access credentials. All functions have a backup and reasonable care is taken to prevent an incident occurring that causes the loss of the backup. If both the primary and backup are affected then there are break-glass procedures to enable another party to take over.

6.4 Worst Case Scenario 2 – Denial of access to facilities

Key personnel usually work together in one of the office facilities. If these were to become unavailable then this could present issues.

6.5 Mitigation

Solidatus is a modern tech company who operate a post COVID hybrid working approach. We use cloud services for every aspect of the day-to-day operations. Care is taken to ensure that each service has a backup and all staff have laptops that are taken home with them each day. In the event that laptops are not available all services can be recovered from the internet without a single point of failure. At most there will be little work lost as nearly all work is backed-up incrementally to the internet.

7. Mitigations – Health and safety liabilities

7.1 Solidatus runs a full and comprehensive Health & Safety policy relevant to our industry and conducts an annual audit on all paperwork and physical practices of Health & Safety as you would expect from a company of our size.

7.2 We take care to ensure all staff have health insurance and that they know about safe use of computers. Furthermore, they benefit from Company supported eye-care.

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8. Key client contacts

A Key clients contacts list has been created of those people that would need to be contacted in the event of an incident.

9. Plan training

The BCP is covered during the onboarding process of new employees and is part of all employees' annual review.

10. Plan testing

The plan will be tested annually.

11. Plan review date

The plan will be reviewed annually or earlier in the event of a significant change to the business.

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Document control

Version history

Version	Date	Approved by	Notes
V1.0	01/04/2017	Board	Initial version
V2.0	01/06/2019	Board	Updated post relocation
V2.1	02/02/2020	Board	Updated post relocation, added in accountability
V2.2	31/08/2021	Board	Added testing and review frequency and updated HR section

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