

Our business continuity plan
to minimize interruption in
the event of catastrophic fire
or loss of key personnel

Disaster Plan 2018

- Plan A
- Plan B

Supreme Advocacy LLP,
Ottawa

BUSINESS CONTINUITY PLAN

This is our Business Continuity Plan (BCP). A written document that describes how *Supreme Advocacy LLP* intends to continue carrying out critical business processes in the event of disaster.

SCOPE

This BCP contains planning procedures and guidance to ensure minimal interruption of the essential functions of *Supreme Advocacy* in the event of two separate disaster scenarios:

- Plan A - Fire consumes the entire office building
- Plan B - Eugene is suddenly unable to work

The BCP covers:

1. Risk assessment
2. Pre-disaster preparation (data back-up, emergency contacts, etc.)
3. Alternative resources (work space, computers, phone line, etc.)
4. Steps to recover essential business processes

OTHER SCENARIOS

While this BCP covers only the above two scenarios, it will overlap with other potential disasters. For example, the computer precautions for a fire also cover theft or malfunction of the computer equipment.

UPDATES

The Emergency Manager (Shaina, Sarena as back-up) will review this BCP plan annually and update it accordingly.

RISK ASSESSMENT

FIRE

Highly unlikely, but nonetheless certain safety measures will further reduce the risk:

- a. Ensure fire extinguishers are full and have not expired.
- b. Smoke detectors function
- c. Ensure electrical wiring properly installed
- d. Power outlets aren't overloaded
- e. First-aid kits complete

- f. Certain staff have first-aid training
- g. Keep eye on stove
- h. Ensure stove (and other appliances) turned off at night

PLAN A – OFFICE BURNS DOWN

The office building catches fire and burns to the ground. Everyone is safe. Everything is lost.

ESSENTIAL FUNCTIONS – IN CONSULTATION WITH OUR TECH PEOPLE

Function	Recovery Time Objective
Access documents on shared network	12-24 hours
Receive documents electronically	12-24 hours
Receive hardcopy documents	12-24 hours
Print master copy in-house	12-24 hours
Courier and receive documents from printing house	12-24 hours
Send person to file at SCC	12-24 hours
Conference call with client lawyers	2 hours
Send/receive emails	2 hours
Draft legal documents on computer	2 hours
Track billing	72 hours
Track disbursements	72 hours

PRE-FIRE PREPERATION

DESIGNATE ALTERNATE OFFICE SPACE

With the loss of the office building, the first priority: set up space, or spaces, where staff can execute the firm’s essential functions in both the short and medium term. The goal in the long term would be to rebuild the original office space or find a new permanent location.

SHORT TERM

In the short term (1 or 2 weeks) business would be conducted in a combination of:

- Some staff work from home
- Eugene's house (very close by)

Those who are able to work from home will do so. This will require that each person have at home:

- Telephone
- Internet
- Computer
- Software programs Word, Outlook, intra-office instant messaging, video conferencing, etc.
- Be able to connect to their email and essential network documents

A core group (Eugene, Dawn and other staff) would work from Eugene's home. In addition, anyone who cannot work from home because of lack of computer equipment, could also base themselves at Eugene's.

This will require the capacity of rapidly equip Eugene's home with (all now in place, except copier/scanner):

- Telephones
- Telephone line rerouted from the office to Eugene's home
- Several laptop computers
- Software for the computers
- Necessary hardware and software for computers to connect to the off-site office network.
- Laser printer
- Photocopier/scanner

MEDIUM TERM

The equipment from Eugene's home should be transferred to the leased office space with the addition of office furniture.¹

CONTACTS

A list of important contacts are kept on a remote access server or cloud. There are two lists, one for internal contacts (firm members) and one for outside contacts.

STAFF

For this scenario, and many other potential disasters, an easily accessible on and off-site list of staff contacts is on hand. The contacts will be used to:

¹ Note, if there is a cheap offsite storage option, then in the normal course of business, furniture and equipment that is replaced could be saved for use post-disaster.

1. notify and check on the status of each firm member after the disaster, and
2. ensure everyone is able to communicate with one another during the post-disaster phase when some people are working from home.

The list contains:

- Staff name
- Cell number
- Personal email
- Home phone
- Home address
- Health care number
- Special medical information
- Emergency contact name/home/work/cell number/home address

In addition to the electronic copies, hardcopies will be kept on and off-site.

EXTERNAL

The purpose of a list of external contacts is to allow rapid notification of anyone that may be affected by *Supreme Advocacy's* change in circumstances. The contacts, phone and email, should include:

- active clients
- opposing counsel/agents
- SCC and other relevant courts
- printing house
- firm insurer

DOCUMENTS

After staff safety, the highest priority is off-site data and equipment. The purpose is to ensure minimal interruption of essential legal services offered by *Supreme Advocacy*: drafting documents and their delivery.

ELECTRONIC DOCUMENTS

In the event of a major fire, the office computers and servers will be destroyed. An up-to-date duplicate of this data is backed-up & stored off-site and readily accessible for us after fire has destroyed the primary storage machines.

Steps for off-site storage of duplicate electronic data:

- Back-up routine
 - a. Full daily back-up of data servers (network, shared documents, etc.)
 - b. Designate lead person responsible for the backups
 - c. Generate backup log
 - d. Monthly test restores
 - e. Off-site storage location is with Perry Spano
- Electronic copies of contact Lists
 - a. Active clients
 - b. Opposing counsel and courts
 - c. Insurance company
 - d. IT provider
 - e. Bank
 - f. Accountant

HARDCOPY DOCUMENTS

Ensure that hardcopy files (court documents, client documents, Eugene's papers, etc.) are scanned and backed-up off-site as electronic documents.

Where the law requires original documents (wills, bonds, etc.) the firm has a fireproof safe for on-site storage. Alternatively, the documents may be stored with Iron Mountain.

Hardcopies of the following internal office documents are stored off-site:

- Partnership agreement
- Insurance policy and broker information
- Inventory list
- Employee contact list
- Other important administrative documents
- Inventory
 - a. Serial numbers of the equipment, original costs of the equipment.
 - b. Everything in office for insurance claim.
 - c. Printers
 - d. Computers (serial #, description, make, model, purchase price, date)
- Copy of this plan

INSURANCE

- Property insurance on the building
- Contents insurance (computers, printers, etc)
- Commercial general liability for third party injuries or losses (neighbours, visitors, etc.)

- Business interruption coverage
- Crimes coverage
- Review and update the disaster plan every year (tie it in with annual insurance renewal)

DESIGNATE EMERGENCY MANAGER

One person should be designated the Emergency Manager. This person is familiar with:

- firm processes
- firm product (documents and filing)
- computers and other technology used by the firm
- roles each firm member performs at work

After the disaster, the Emergency Manager will:

- take charge of coordinating individuals
- view calendar to identify any urgent tasks that have to be dealt with
- assign work spaces
- coordinate with the IT consultant, (Perry Spano)
- ensure emergency IT and telephones are operating properly
- ensure staff are knowledgeable and able to use the alternate equipment
- keep the lead lawyer, Marie-France, up to date and informed on progress
- provide firm-wide updates on the implementation of the disaster plan
- conduct a post-fire debriefing

Designated Emergency Manager: Shaina

Alternate Emergency Manager: Sarena

POST-FIRE OPERATION

The Emergency Manager will be most familiar with this plan. They will take the lead, delegate tasks and implement the following steps.

OFFICE SPACE

The alternative office space will be operational the day following the fire. The principal office will be Eugene's house with most staff working remotely from their own homes.

The vital first steps will be:

- Contact post-office. Have them redirect mail to Eugene's home.
<http://www.canadapost.ca/cpo/mc/personal/productsservices/receive/coapermanent.jsf>
- Alternative computers
 - a. What computers can quickly be make available for staff to use in the alternative office space(s)?
 - b. Ensure these computers have necessary software programs.
 - c. Ensure off-site has copies of the existing licensing in use for the software (don't want to have to buy all new software).
 - d. Have hardware so computers can connect to a shared network with firm files.
- Re-route phone lines to alternative location (Eugene's home/new office)
- Have equipment made available at alternative site.
 - a. Photocopier
 - b. Printer
 - c. Fax
 - d. Consider saving old replaced hardware to be placed at alternative office space.
- Accept service at alternative location
- Have employees set-up to work from home.
 - a. Internet access
 - b. Network access
 - c. Software for basic programs
 - d. Telephones

CONTINUITY OF CLIENT SERVICE

Using the following contact lists, send out notifications of change of circumstances.

Open list of:

- current clients
- opposing counsel
- the SCC and other applicable courts
- printing house
- firm insurer

DOCUMENT ACCESS

- Recreate network with all data and documents accessible by outside computers 12-24 hours.
 - a. Shared documents on network (client documents, legal work, firm product, etc.)
 - b. List of active clients
 - c. Financial and billing information

- i. Critical financial information
- ii. Accounts payable
- iii. Accounts receivable
- iv. Dockets
- v. Client WIP and disbursements
- vi. Store a chequebook off-site
- vii. Available line of credit (for on-going payroll/expenses, as well as expenses incurred to recover from the disaster).

INSURANCE

Shortly following the fire, steps that must be taken to facilitate the insurance claim:

- Damage Assessment
- Document all steps taken, work done and use of time (for insurance purposes)
- Coordinate with insurance company point person

PLAN B – EUGENE IS OUT-OF-COMMISSION

TRANSFER OF EUGENE'S PRACTICE

WILL BE CO-ORDINATED BY MARIE-FRANCE, ON-GOING PREPARATIONS SHOULD INCLUDE:

- Keep active files organized and up-to-date
- Documentation of each active file and its status
- Keep filing organized and up-to-date so easy to locate
- Arrange access to the passwords on his computer
- Ensure someone other than Eugene has access to his emails and calendar
- Designate Marie-France as the practice 'buddy' to step into Eugene's shoes
- Limited power of attorney for Marie-France to exercise (act on behalf of Eugene's practice, access general and trust accounts,² oversee sale or transfer)
- Marie-France and Eugene to take out partnership insurance on one another
- Clause in Eugene's will as to sale/transfer/closure of Eugene's practice
 - Lawyer appointed as estate trustee to oversee conclusion of practice
- Pre-write Law letter content: The Last Last Word?
- Eugene to take out life/disability insurance to cover his outstanding liabilities or those of the firm

² Check if financial institutions have specific forms for this.

ALSO

- Notify Law Society and LawPro of change in status
- Notify clients of circumstances
- Review Eugene's files and assign them accordingly
- Have Marie-France execute power-of-attorney as necessary to direct Eugene's practice
- Notify insurance company
- Coordinate with executor of Eugene's will