

Continuity Statement for Risk Central Online Induction Systems

In this document we have attempted to identify the possible scenarios which could result in a significant interruption to Online Induction Functions. We have then outline the controls that Risk Central has in place to reduce the likelihood and consequences of the Scenario occurring.

1) Scenario – Loss of Internet Connection to Site

Controls

Risk Central can provide CD backups of Induction Modules which can be used to in onsite computers to temporally deliver induction training until service can be restored.

2) Scenario - Data on Servers is Lost or Destroyed

Controls

Our systems are backed up daily to a remote site on a separate continent. These backups are verified daily to be accurate copies of the system files. In the unlikely event that our system suffers data loss, our systems can be migrated from backup to a new host within 24 hours. As part of our scheduled testing procedures, Risk Central regularly (at least every 6 months) restores an individual system from backup to verify backup integrity.

Risk Central goes to great lengths to ensure that access to our systems and infrastructure is limited to competent, authorised parties. Our security systems are designed to deny access to hackers and viruses. All our systems are hosted in a stable, secure enterprise-level Linux environment. Electronic access to the systems is via an encrypted, two factor mechanism to avoid the threat of brute force attack. In the extremely unlikely event someone unauthorized accesses the system; Risk Central will be notified automatically.

Physical security measures where our systems are hosted include:

- door access controls at main site and building entrances
- proximity activation cards to authorise access levels
- movement logs on all proximity card usage
- internal and external CCTV cameras and digital image archiving
- internal and external intruder detection devices
- vehicle entrance barriers and secure loading bays
- strict policies on handling customers' postal packages
- security systems linked to central BMS

- 24x7 monitoring by dedicated security teams

3) Scenario - Induction System Server Fails or is unavailable

Controls

The hosting facility used by Risk Central has the following features to maximise system availability:

- A minimum N+1 redundancy on all critical services and equipment
- Standby generators with a minimum 24 hours autonomy at full capacity
- Sufficient fuel on site to run for days
- Priority re-fuelling contracts
- Planned preventative maintenance programs
- Temperature controlled environments
- State of the art Fire Detection & Suppression Systems
- UPS

In the unlikely event that our systems fail or become unavailable, clients can be furnished with an Excel File of induction data from the previous day.

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4) Scenario - Risk Central No Longer Supplies Services

Controls

The license agreement states that the client will be given the option to purchase the Risk Central Online Induction System software.