DISASTER MANAGEMENT & BUSINESS CONTINUITY PLAN

Our Commitment

As an Australian owned and managed BPO, IOG Global recognizes that our clients in service industries depend on uninterrupted operations. This plan ensures business continuity under all circumstances.

1. Risk Assessment & Preparedness

Identified Risks:

- Power outages (scheduled and unscheduled load shedding)
- Internet/telecommunications disruptions
- Natural disasters (flooding, cyclones, earthquakes)
- Civil unrest or political instability
- Pandemics or health emergencies
- IT system failures or cyberattacks

2. Infrastructure Redundancy

Power Continuity:

- UPS systems (2-hour backup) + diesel generators (48-hour fuel reserves) with automatic failover

Internet & Connectivity:

- Dual ISP connections from separate providers with 30-second automatic failover
- 4G/5G mobile hotspot backups for critical workstations

IT Infrastructure:

- Cloud-based systems (AWS/Azure) with 99.9% uptime SLAs and daily automated backups
- Redundant servers with load balancing and 24/7 cybersecurity monitoring

3. Work-From-Home (WFH) Capability

- 100% remote-ready workforce—transition to WFH within hours if office is inaccessible
- Pre-provisioned equipment (laptops, VPN, collaboration tools) with secure remote access maintained
- Employees required to have backup internet options (personal hotspot or secondary ISP)
- Time tracking and productivity monitoring operational regardless of location

4. Communication Protocols During Disruptions

- **Client notification within 30 minutes** of any event affecting service delivery
- Hourly updates during active incidents via email or phone
- 24/7 reachable Manager – Operations, Managers and Team Leads for emergency escalation
- Transparent reporting on impact, mitigation actions and estimated resolution time

5. Service Level Guarantees by Incident Severity

Incident Type	Client Notification	Service Continuity	Full Resolution
Minor (localized power/internet)	Within 30 mins	95%+ capacity	Within 4 hours
Moderate (office inaccessible)	Within 30 mins	WFH: 95%+ capacity	Within 24 hours
Major (regional disaster)	Immediate	WFH + relocation: 80%+	Within 72 hours

6. Data Security & Protection

- All client data stored in secure cloud environments —accessible from any location
- Encrypted backups with Recovery Time Objective (RTO) of 4 hours and Recovery Point Objective (RPO) of 24 hours
- VPN, multi-factor authentication and audit trails maintained during all disruptions
- Paperless operations eliminate risk of physical document loss

7. Service Industry Continuity

- Phone systems, email, software and CRM platforms operational via cloud infrastructure
- Customer inquiries handled without interruption through distributed WFH teams

8. Proven Resilience

- **Annual Monsoon Flooding:** WFH protocols activated proactively—no service interruptions recorded

Conclusion: IOG Global's Disaster Management Plan is tested, proven and continuously refined. We invest in triple-layer redundancy, remote work capability and transparent communication because your business continuity is our responsibility. When disasters strike, we execute proven protocols to maintain service continuity.

Your operations are safe with us !

Escalation Path

1. **Manager - Operations** → notified immediately, assesses impact
2. **Manager / Team Lead** → notifies affected clients within 30 minutes
3. **CEO / Founder** → makes strategic decisions on resource allocation and recovery
4. **Client Stakeholders** → receive ongoing updates until full-service restoration