BLACK BOX SMART DATA
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Business Continuity Plan
Black Box Smart Data LLP

1) Introduction
1.1 The purpose of this Business Continuity Plan is to minimise the disruption to both Black Box and its clients in the event of an emergency.

1.2 The worst scenario considered is that the Black Box office is completely incapacitated. In this event the business would relocate to its admin offices at 18 Hanson Drive in order to minimise inconvenience to customers.

2) Responsibility for Implementation of the Plan
2.1 The plan will be implemented by the Partners and Management Team. Other parties (see appendix 1) will be involved as directed by the Partners and Management Team particularly with regard to IT system recovery and our sovereign European cloud infrastructure and Scout AI stack.

2.2 The first action of the team should be to contact the insurance company (see appendix 2).

3) Priority Services for Recovery
3.1 In recovery from a business interruption, it will be important that the highest priority services are brought back on line first and all personnel are responsible for assisting with the recovery arrangements within agreed timescales.

The priority for bringing services back into operation varies, depending on how long any interruption lasts for. The priority for bringing services and communications back into operation is set out in Appendix 3.

This priority list is only a guide and should be revisited when an interruption takes place.

It should be noted that the priority attached to some services will vary, depending on the timing of the business interruption.

4) Information Technology & Sovereign Infrastructure
4.1 All Pole Barn systems are replicated within the 18 Hanson Drive office and will be operational immediately in the event of an emergency.

4.2 Core hosting, data storage, and AI-assisted processing workflows are secured across our European infrastructure pillars (Hetzner, Nextcloud, Astrolabe, Qdrant, and Mistral AI). In the event of disruption, system resilience and data recovery protocols leverage geo-redundant sovereign European environments designed to ensure complete data protection and immunity from extraterritorial overreach (such as the US CLOUD Act).

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5) Paper Documents

5.1 Whilst paper documents are at risk in typical emergency situations, most can be salvaged. The majority of client files are stored within secure, fire and waterproof sea containers prior to scanning. Following an emergency, all Managers will be contacted to assess the demand for document salvage and co-ordinate an approach to the designated company. This will involve key fire / smoke / water-damaged documents being identified and restored to a readable condition.

6) Information and Publicity

6.1 The Managing Partner will ensure that Service Heads are kept informed of developments, including any re-deployment of staff or facilities.

7) Expenditure

7.1 Any expenditure arising in the event of this plan being invoked must be approved by a Partner. As far as practicable, Financial Regulations must be followed. A separate record of this expenditure must be kept.

8) Record Keeping

8.1 Appropriate records will be kept of decisions made, key discussions, meetings etc. The Partners will make arrangements to consolidate these into a full log of events, with particular reference to any insurance matters.

9) Risk Assessments

9.1 Any temporary working arrangements must be subject to statutory risk assessments, wherever possible, undertaken by the Partners.

10) Availability of the Plan

10.1 This plan will be published on the Black Box system under F:\Management System\Policy. Key staff will also be provided with a copy of this plan.

11) Updating of the Plan

11.1 The Plan will be subject to annual updating. The update and organising of the exercise will be the Partners and Management Team's responsibility.

Appendix 1 – Key Staff / Personnel Contacts

Name	Job Title	Telephone
Paul Syers	Managing Partner/PM	07788 498063
Jo Judge	Bureau Manager	07850 183007
Gary Stewart	Project Manager	07847 034898
Tina Syers	Partner	07787 532341
Darren Martin	IT Manager	07831403311

Appendix 2 – Key Company Contacts

Service	Name and Address	Contact Number
Insurance Brokers	Hiscox	+44(0)800 8402783
Bank	Metro Bank	0345 08 08 500

Appendix 3 – Priority for bringing services and communications back in operation within 5 working days

High	Medium	Low
Partners and Management Team	Office accommodation	Subcontractor Update
IT File and Print Services	Operatives	Supplier Update
E-mail Facility	Storage Facilities	
Accounting Package	Full IT Network Access	
	Client Update	

Signed:

On behalf of Black Box Smart Data LLP