iris360

Our Plan is Our Promise

www.iris360.org

Business Continuity and Disaster Recover Plan

Revised: February 21, 2023

Plan to Stay in Business

Current location:

Business Name	Iris 360, LLC.
Address	39 Creek Bluff Run
City, State, Zip	Flagler Beach, FL 32136
Telephone #	484-322-5010
Support Email	helpdesk@iris360.org

If the above location is not accessible we will attempt to operate from the location below:

Business Name	Iris 360 LLC.
Address	107 Fadler Drive
City, State, Zip	Gilbertsville, PA 19525
Telephone #	484-322-5010

The following person is our primary crisis manager and will serve as the company spokesperson in an emergency:

Primary Emergency Contact	Ray Lutteroty
Mobile Number	610-334-8658

Alternate Phone Number	484-322-5010 ext.750
Email Address	ray.lutteroty@iris360.org

If the individual listed above is unable to manage the crisis, the contact below will succeed in crisis management duties:

Secondary Emergency Contact	Angela Semko
Mobile Number	610-209-1261
Alternate Phone Number	321-604-6530
Email Address	Angela.semko@iris360.org

Emergency Contact Information

Dial 9-1-1 in the event of a life threatening emergency

Non-Emergency Local Police/Fire dept.	386-313-4911
Iris360 LLC. Insurance Provider and Contact Info.	Embroker Insurance Agency 844-436-2765

Potential Disasters

The following natural and man-made disasters could impact our business:

☐ Flood	☐ Fire
☐ Tornado	☐ Electrical storms
☐ Act of terrorism	☐ Electrical power failure
☐ Act of sabotage	☐ Loss of communications network services

Emergency **Planning Team**

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The following Iris360 personnel will participate in emergency planning and crisis management:

☐ Ray Lutteroty

☐ Angela Semko

☐ André Castillo

Coordinating with Others

The following people from neighboring businesses/organizations and our building management will participate on our emergency planning team:

☐ William Hand

☐ Carly Cristello

Insurance

☐ We have spoken with our insurance agent about precautions to take for disasters that may directly impact our business.

☐ We have added special riders to protect valuable property and equipment if necessary.

☐ We have discussed business continuity insurance with our agent.

☐ We have discussed flood and/or earthquake insurance with our agent.

Our Critical Operations

The following is a prioritized list of our critical operations, staff and procedures we need to recover from a disaster:

Operation	Firewall
Responsible Team Member	André Castillo
Action Plan	internal doc. firewall.docx

Operation	VPN
Responsible Team Member	André Castillo
Action Plan	internal doc. vpn.docx

Operation	PBX
Responsible Team Member	André Castillo
Action Plan	internal doc. pbx.docx

Operation	Accounts Payble and Receivable
Responsible Team Member	Angela Semko

Action Plan	internal doc. accounting.docx

Operation	DR Operations Management
Responsible Team Member	Ray Lutteroty
Action Plan	internal doc drops.docx

Suppliers & **Contractors**

The list that follows in order of dependance, should a disaster occur at the first supplier listed we obtain materials/supplies from the next listed supplier(s):

Business Name	Summit Information Resources
Address	2935 Waters Rd, Suite 200
City, State, Zip	Eagan, MN 55121
Telephone Number	1-800-788-4665
Contact	Michele Embacher
Materials / Services Provided	Hardware / Software

Business Name	TD Synnex
Address	44201 Nobel Drive

City, State, Zip	Fremont, CA 94538
Contact	Tamandeep Kaur Saini
Materials / Services Provided	Hardware / Software

Business Name	Eplatform
Address	937 Paoli Pike # 1010
City, State, Zip	West Goshen, PA 19380 US
Contact	Russ McFadden 215-344-2200
Material / Services Provided	VoIP / SIP

Business Name	AltiGen Communications
Address	670 N McCarthy Blvd, Suite 200
City, State, Zip	Milpitas, CA 95035
Contact	Matt Neilson
Materials / Services Provided	VoIP / SIP

Mitigation & Precautionary Measures

Fire Safety

☐ We have installed smoke alarms, detectors and fire extinguishers in appropriate locations.

☐ We will have our office inspected for fire safety _2_ times a year.

Reducing Potential Damage

We have prevented or reduced potential damages in our facility by taking precautions, such as:

☐ bolting tall shelfs or display cases to wall studs.

☐ protecting breakable objects by securing them to a stand or shelf using hook-and-loop fasteners.

☐ moving to lower shelves large objects that could fall and break or injure someone.

☐ installing latches to keep drawers and cabinets from flying open and dumping their contents.

☐ elevating electrical machinery off the floor for protection in the event of flooding.

☐ automatic fire sprinklers.

Evacuation/Shelter Plan

☐ We have located, copied, and posted building and site maps.☐ Exits are clearly marked.

☐ We have talked to co-workers about which emergency supplies, if any, the company has on hand or will provide in the shelter location (if applicable) and which supplies individuals might consider keeping in a portable kit personalized for individual needs (i.e. medications).

☐ We will practice evacuation procedures _2_ times a year.

If we must leave the workplace quickly:

☐ We have located, copied, and posted building and site maps.☐ Exits are clearly marked.

☐ We have talked to co-workers about which emergency supplies, if any, the company has on hand or will provide in the shelter location (if applicable) and which supplies individuals might consider keeping in a portable kit personalized for individual needs (i.e. medications).

☐ We will practice evacuation procedures _2_ times a year.

Warning System

☐ We will test the warning system and record results _2_ times a year

Onsite Storm Shelter Location

☐ The lower level of 39 Creek Bluff Run, Flagler Beach FL 32136

Onsite "Seal the Room" Shelter Location

☐ Windowless room at the back of 39 Creek Bluff Run

☐ **Shelter Manager:** Angela Semko

☐ **Alternate Shelter Manager:** Ray Lutteroty

Responsibilities Include:

- Ensure everyone is accounted for
- Access situation and update management
- Coordinate and manage situation

☐ **Onsite Manager is responsible for issuing all clear.**

Communications

We will communicate our emergency plans with co-workers in the following way:

☐ Company Procedure Documents, Email, and Plan Testing Exercises

In the event of a disaster we will communicate with employees in the following way:

☐ Cell Phone, Email, SMS Messaging

Cyber-Security

To protect our computer hardware, we will:

☐ Use Surge Protectors

☐ On-site uninterruptible power supply (UPS) to provide battery-suppliedbackup

☐ Ensure that all hardware is documented and secured before leaving itemsalone

To protect our computer software, we will:

☐ Maintain consistent daily backups of all software and files

☐ Ensure that Anti-Virus, Malware, and Spam protection are up-to-date and installed on all equipment

If our computers are destroyed, we will use back-up computers at the following location(s):

☐ 107 Fadler Drive Gilbertsville, PA 19525

☐ 3458 N. Ocean Shore Blvd. Flagler Beach, FL

Records Back-Up

☐ **André Castillo** is responsible for backing up our critical records including payroll and accounting systems.

☐ Back-up records including a copy of this plan, employee contact information, building management contact information (work and home),vendor contact information, office lease, client contact information, sitemaps, insurance policies, bank account records, client file index, and computer back-ups are **stored onsite in a waterproof, fireproof portable container.**

Another set of back-up records is stored at the following off-site location(s):

☐ 3458 N. Ocean Shore Blvd. Flagler Beach, FL 32136

☐ 107 Fadler Drive Gilbertsville, PA 19525

If our accounting and payroll records are destroyed, we will provide for continuity in the following ways:

☐ All accounting records are stored offsite at Xero.com

Employee Emergency Contact Information

All contact information for the disaster team members are listed within the contents of this document. All additional team member contact information is stored and backed up in the event of an internal disaster, and all members will be notified utilizing aforementioned protocol.

Who we are

Iris 360 is a next-level technology company.

We specialize in technology solutions that solve business problems and make life easier for our clients. Our team is highly experienced in understanding the needs and goals of businesses, across all aspects of day-to-day business operations.

Looking for more information?

Get In Touch

helpdesk@iris360.org

Our team will respond to you within 24-48 hours.

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