



Disaster Recovery and Business Continuity SOP

1. Purpose

This SOP describes the initial level of strategic steps taken in the event of a natural disaster and to keep the business running through any event that may cause significant change to either facility the company operates - Essington or Aston PA.

2. Scope

Primarily operational in scope, this SOP shall note the items in place to assist in maintaining normal levels of customer expectations and deliverables. The SIR LANCELOT LOGISTICS preparedness plan is reviewed and tested yearly. This SOP will grow as the QMS grows with further details being added as they get documented.

3. Policy

3.1 Facilities

In the event only one of the locations operated has experienced service disruption, personnel can be moved to the alternate site and continue to handle normal volumes. In addition, staff can be equipped to work remotely.

3.2 Systems

Email and shipment tracking systems are both Cloud based. In addition, we have two separate high-speed internet providers contracted. One can back the other in the event one has a significant loss of capabilities. Telephone System: NEC System (Serviced by Agile network line provider) & Comcast. In the event of loss of phone system, Sir Lancelot has several single phone lines that are directly connected through the Comcast provider that allows us to bypass the internal phone system and connect directly with Comcast.

3.3 Connectivity

Multiple Hotspot devices are kept at the ready along with backup laptops to be assigned to the individuals in the event this SOP is activated.

3.4 Remote Work

Remote work capabilities currently exist with key operational and leadership personnel.



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4. Policy Coordination

4.1 Management

In the event a situation is encountered that requires steps in this SOP to be organized, senior leadership and operational management will communicate immediately as to which steps are appropriately needed.

4.2 Personnel with authority to redirect personnel and processes:

Owner - Michael Frankel

Owner - Fred Frankel

VP of Operations – Vince Lambert

Operations Manager – David Arkus

4.3 Staff Absence - Temporary or Permanent

When HR receives notification of a staff member resignation or being on extended leave of absence, (three weeks or more) the Extended Period Protocol will be enacted. HR shall promptly alert the following key personnel: Department Manager, Quality Manager & Upper management.

The Department manager is tasked with the assessment of the duties and responsibilities of the absent employee. The assessment included the identification of the critical tasks and the reassignment of duties to another team member as deemed necessary. To ensure uninterrupted communication, all sources associated with the absent employees, such as email, voicemail, cell communication (if applicable) will be promptly forwarded to the employees who are assuming the responsibilities of the absent staff members. Internal communication will be distributed to all staff members, providing details about the temporary changes in responsibility and roles.



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REVISION CONTROL

The following is the revision history for this document.

Version	Change Description	Eff Date	Approver	Approver
1.0	Creation	27 June 2023		
1.1	4.3 Staff Absence added	08 JAN 2024		
1.2	Company Name and Logo updated, and Operations Manager updated	19 JUN 2024		
1.3	Director of Operations removed; David Arkus Operations Manager replaced director in 4.2.	27 JUL 2025	Signed by: <i>Bill Maloney</i> 7/28/2025 CBFB27BD0557496...	DocuSigned by: <i>Michael Frankel</i> 8/6/2025 C8B1B42A14E14E...