

Bell and Bain Business Continuity & Disaster Recovery Statement

1. Purpose

The purpose of this Statement is to outline Bell & Bain Ltd's commitment to maintaining business continuity and minimising disruption arising from unexpected incidents, emergencies, or operational failures.

Bell & Bain recognises the importance of maintaining service continuity for customers, protecting employees, safeguarding information and assets, and ensuring the resilience of critical business functions.

This Statement establishes the arrangements in place to support business continuity, disaster recovery, and organisational resilience.

2. Scope

This Statement applies to:

- All Bell & Bain operations and sites
- Employees, contractors and visitors
- Physical and digital assets
- Critical business processes
- Information systems and data
- Suppliers, service providers and strategic partners

It encompasses potential disruption scenarios including:

- Fire
- Flood
- Severe weather events
- Cybersecurity incidents
- Equipment failures
- Utility interruptions
- Supply chain disruption
- Other emergency or force majeure events

3. Business Continuity Approach

Bell & Bain is committed to maintaining the continuity of critical operations through a combination of:

- Alternative operational facilities
- Strategic supplier and partner support
- Data backup and recovery arrangements
- Information security controls
- Disaster recovery planning
- Regular testing and review

Business continuity arrangements are designed to minimise downtime and enable the timely restoration of critical functions.

4. Alternative Operating Facilities

To support operational resilience, Bell & Bain maintains a secondary operational site located at:

555 Lawmoor Street, Glasgow, G5 0TT

The site is located approximately seven miles from the primary premises at:

303 & 311 Burnfield Road, Glasgow, G46 7UQ

The Lawmoor Street facility:

- Provides approximately 30,879 sq. ft. of operational space
- Supports paper storage activities
- Houses digital production capability
- Can be utilised as an interim operating location following a significant incident at the primary site
- Supports continuation of production and customer services during recovery periods

5. Strategic Partnerships and External Support

Bell & Bain maintains established relationships with key partners to support business continuity arrangements.

These include:

J. Thomson Colour Printers

Support arrangements are in place for:

- Platemaking

- Printing
- Binding services

Strategic Partner Network

Bell & Bain maintains relationships with selected industry partners to provide additional operational support and continuity capability where required.

These arrangements support business resilience and assist in maintaining customer service during periods of disruption.

6. Information Technology and Data Recovery

Bell & Bain recognises the critical importance of protecting business information and ensuring rapid recovery of systems and data.

Current arrangements include:

- Daily off-site data backups
- Secure storage and recovery processes
- Firewall-protected network infrastructure
- Encrypted systems and communications
- GDPR-compliant data protection controls
- Regular cybersecurity reviews

These controls support the recovery of critical systems following cyber incidents, equipment failures or data loss events.

7. Supplier Resilience

Business continuity is supported through the resilience of Bell & Bain's supply chain.

Key suppliers, including those providing:

- Paper
- Ink
- Printing plates
- Production consumables

maintain stock and service arrangements designed to minimise disruption.

Equipment manufacturers and service providers supporting:

- CTP systems
- Printing presses
- Ricoh digital equipment
- Folding equipment
- Binding machinery

maintain parts availability and technical support arrangements to support operational recovery where required.

8. Emergency and Disaster Recovery Arrangements

Bell & Bain maintains procedures and controls designed to reduce the likelihood and impact of disruptive events.

These include:

Fire

- Fire prevention systems
- Regular inspections and testing
- Emergency response procedures

Flood and Environmental Events

- Site management controls
- Asset protection measures
- Emergency response arrangements

Cybersecurity Incidents

- Cybersecurity monitoring
- Vulnerability assessments
- Penetration testing
- Data recovery arrangements
- Information security controls

These measures support risk reduction and organisational resilience.

9. Recovery Response

In the event of a significant disruption, Bell & Bain will take appropriate actions to maintain business continuity and restore critical operations.

Actions may include:

- Activation of alternative facilities
- Restoration of business data and systems
- Engagement of strategic partners
- Reallocation of production resources
- Communication with customers and stakeholders
- Implementation of recovery plans and corrective actions

Where disruption affects customer service, Bell & Bain will seek to provide timely communication regarding recovery activities and anticipated timescales.

10. Testing and Review

To ensure ongoing effectiveness, Business Continuity and Disaster Recovery arrangements shall be reviewed and tested periodically.

Activities may include:

- Business continuity exercises
- Disaster recovery testing
- Cybersecurity response exercises
- Supplier continuity reviews
- Recovery simulations

The Business Continuity & Disaster Recovery Plan shall be reviewed:

- Annually
- Following significant incidents
- Following major operational changes
- Where improvement opportunities are identified

Findings shall be incorporated into Bell & Bain's continual improvement processes.

11. Continual Improvement

Bell & Bain is committed to continually improving its business continuity and disaster recovery capabilities.

Improvement opportunities may be identified through:

- Testing exercises
- Internal audits
- Incident investigations
- Risk assessments
- Supplier reviews
- Management Reviews

Actions arising from these activities shall be monitored through the company's Corrective Action and Continual Improvement processes.

12. Related Documents

- Risk & Opportunity Management Procedure
- Emergency Preparedness & Response Procedure
- Cybersecurity & Passwords Procedure
- Data Protection & Privacy Procedure
- Incident Reporting & Investigation Procedure
- Corrective Action Procedure
- Management Review Process
- Disaster Recovery Records

13. Approval and Review

This Statement shall be reviewed annually and updated where necessary to reflect changes in operations, technology, risks, or business requirements.

Responsibility for oversight of this Statement rests with the Directors of Bell & Bain Ltd.

Approved: Stephen Docherty
Chairman

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