



Customer Care Centre RECOVERY PLAN

Assumption :

1. The DKSH facilities at New Road are destroyed to the degree that the major part could not be operated. Or staffs are not allow to access to office due to critical area, but all systems still can perform regularly.
2. The recovery of the Call Center operation is to provide access for customer on basic features that could be provided by PABX of the Recovery site.

Objective :

Company will recover to resume at least
-20 seats (50%) of call center operation within 24 hours.
-50 seats (100%) of call center operation within 72 hours.
The 1st Recovery site is at Luang Rd.
The 2nd Recovery site is at Sripetch DC.

Roles and responsibilities :

Business Continuity Management Team: Plan activation, communication, etc.

Human Resource Team : Evacuation Plan

Facility Team : Support office supplies and contact Telephone Service provider.

IT Team : Recovery plan of hardware and software of tool and equipment in CCC eg. Call Application system, PABX, CRM system.

CCC Team : Follow up and cooperate to put action happened as described as plan.

Preparation :

1. Voice file of auto-announcement of temporary contact number.
2. Call routing and numbering plan for call center operation at the Recovery site.
3. Name list of staff designation.
4. Emergency service arrangement with all vendors IT and transportation).
5. Evacuation procedure from Human Resource.
6. List of necessary stationary, equipment and quantity needed.
7. Communication to staff of map and the operation location at the Recovery site.

Plan Activation :

Criteria : Applied upon procedure of BCMAT to trigger plan activation

Recovery Plan :

Call Center:

1. Evaluate damage of situation : staff, work station, availability of telephone connection and computer network
2. Communication plan according to BCMAT for internal and external
3. Relocate staff to the Recovery site and manage staff to be ready for working
4. Contact Telephone Service Provider to upload prepared voice file for customer who contact at number 1364 and 02 2209000. Or contact vendor to route call from New Rd system to the recovery site's system.
5. Move remain documents and confidential documents to the alternative operation site
6. Set up and implement working process and environment at the Recovery site

Customer Relation:

1. List out any request from VIP customer which occur before the crisis happen
2. Call out to VIP customers
 - to request a copy of purchase order or alternative document to provide continuous service
 - to inform the incident and how they can be of service during that time
3. If system is not available, a manual process should be in place with the cooperation with Logistics

Quotation & Tender:

1. Move remain documents and confidential documents to the alternative operation site
2. Set up and implement working process and environment at the Recovery site

Requirement :

1. Back up file of data on Call Application system by IT on weekly basis.
2. Back up file of data on CRM system by IT on weekly basis.
3. Back up file of data on CCC share ware on weekly basis.
4. Maintenance contract with on Call Application system and CRM system to reinstall after the crisis
5. IT and office supplies need supported by IT and Support function e.g. computer, fax, telephone, telephone line, calculator, printer, mobile phone.

Test Plan :

Plan to test every other year.