

BUSINESS CONTINUITY AND DISASTER PREPAREDNESS PLAN

Centurion Emergency Contact Numbers (http://www.centurion-lifestyle.co.za/page/centurion-emergency-contact-numbers)	
SA Police Service:	10111
Tshwane 24 hour call centre:	012 358 2111 / 012 671 7211
Tshwane Metro Police:	012 358 7095 / 012 358 7096 / 012 358 7088
Fire Brigade:	012 310 6400 - 012 664 5555 – 012 310 6300 - 10177
Police Stations	
Wierda Bridge Police:	012 564 2121 / 012 654 3131
Lyttelton Police:	012 644 8600
Medical Emergencies & Crisis Lines	
Ambulance Service Tshwane:	10177 or 012 358 6300 or 012 358 6400
Private Ambulance & Medical Emergency Services	
Best Care	082 402 1416
Life-Line Medical Emergencies	0861 332 332
Life Med 911	0861 1086 911
Netcare 911	082 911
Crisis & Support Lines	
AIDS & HIV Helpline:	0800 012 322
Aviation Rescue Services :	083 1999
Bipolar Line (AstraZeneca): 8am-8pm	0800 70 80 90
Child Line Crisis Nationwide Toll-Free 24-hour:	080 005 5555
Lifeline Crisis Line:	012 342 2222
Mental Health Line (SADAG) SA Depression & Anxiety Group - 8am-8pm	011 262 6396
Sleep Line (Sanofi Aventis): 8am-8pm	0800-SLEEPY (0800 753 379)
Substance Abuse Line 24hr helpline -	0800 12 13 14 - SMS 32312
Suicide Crisis Line: - 8am-8pm	0800 567 567 - SMS 31393
Womans Abuse Helpline:	0800 150 150
Unitas Hospital Emergency Medicine:	
24-hour Level One Accident + Emergency Department with helipad + on-site Netcare paramedics.	012 677 8000
Animal Emergencies	
SPCA- Report Cruelty to Animals Emergency After-hours only (including weekends)	
Centurion:	082 807 5671
Pretoria (Waltloo office):	083 453 3863
Lost and found: 07:00–20:00	082 423 1985
Centurion Branch Kruger Avenue, Lyttelton:	012 664 5644/5
Pretoria Branch: 316 Petroleum Street, Waltloo	012 803 5219
SA Police Service:	10111
Municipal Services	
Tshwane Water:	012 358 2111 / 012 427 7111 / 012 358 3716
Tshwane Electricity:	0801 111 556 / 012 358 9999
Tshwane Electricity Cut-offs:	012 358 8514
Centurion Power Failures:	012 358 2541
Tshwane Sewerage:	012 427 7111
Weather Bureau	082 162
Telkom	1023
Vodacom/MTN/Cell C-	Emergency 112
The Centurion area includes the following Suburbs:	Amberfield, Bronberrik, Celtisdal, Centurion CBD, Claudius, Clubview, Cornwall Hill, Die Hoewes, Doornkloof, Doringkloof, Eldo Glen, Eldo Park, Eldo View, Eldoraigine, Eldoraigine Glen, Eldoraigine Park, Eldow Meadows, Erasmia, Golf Estate (Highveld 1), Hennopspark, Heuweloord, Heuwelsig, Highveld, Highveld 2, Irene, Irene Ext, Kloofsig, Laudium, Lyttelton, Lyttelton Hoewes, Lyttelton Manor, Monrick, Olievenhoutbosch, Pierre van Ryneveld Park, Raslouw, Rietvleirand, Rooihuiskraal, Southdowns, Sunderland Ridge, Swartkop Ext, Tamarapark, Thatchfield, The Reeds, Valhalla, Villa Rosa, Wierda Park, Wierda Park South, Zwarkops
Discovery 911	0860 999 911 / 0860 999 911

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1. INTRODUCTION

Business continuity planning in Qmuzik Technologies (Pty) Ltd is defined as how we prepare ourselves for future incidents that could jeopardise the mission and long-term health of the company.

The purpose of this document is to provide a reference manual before, during and after disruptions have occurred.

Over the past few years, technology and our client base have made it possible to be much more mobile than in the past, and therefore less dependent upon a designated physical location. At any given time, less than 50% of employees are at the office. Effective communication is therefore of paramount importance.

It is difficult to describe the actions to be taken in the various possible scenarios in one document, so the tendency is to provide for the more serious situations.

2. ANALYSIS

In the analysis of the potential areas of disruption, the following likely categories have been identified:

Sickness and Disease

Fire

Cyber Attack

Bribery

Storms

Utility Outage

Terrorism

Any of the above events will have an impact on the organisation, regardless of the functional area most affected.

3. PLAN TO STAY IN BUSINESS

QMUZIK TECHNOLOGIES (Pty) Ltd operates primarily from the following site:

Gauteng:

Block A, Trentbridge Office park,

Corner of von Willich Avenue and Leonie Street,

Centurion 0157

In case our offices are not available, all employees based at head office will work from home until advised otherwise. Depending on the severity and length of the disruption, a central contact point will be established and communicated to all employees.

4. EMERGENCY TEAMS

As it is not known what the impact might be, and whether all employees will be available to assist, teams of people have been identified to deal with business continuity and any other requirements that need to be responded to.

Regrouping and co-ordination:	Jan Small	082 457 2119
	Ettienne Lubbe	082 888 2428
	Kenny Dick	083 675 6232
	Adriaan Voges	082 337 3292

Customer contact:	Kenny Dick	083 675 6232
	Chris Prinsloo	083 675 1868
	Freda Kieviet	083 289 2810

Software and Development issues:	Adriaan Voges	082 337 3292
	Christo Erasmus	082 412 2660

Connectivity and communication support:	Tinus Kleingeld	072 447 7160
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Financing requirements:	Ettienne Lubbe	082 888 2428
	Frencis Visagie	072 672 1185
	Adriaan Voges	082 337 3292

Security and health:	Christo Viljoen	082 444 1633
	Christo Erasmus	082 412 2660

If the various team members cannot be traced, then refer back to “regrouping and co-ordination”.

It needs to be emphasised that in any sort of situation, the teams have the authority to make decisions and implement them, and employees are expected to support the team in executing their allocated responsibilities.

5. COMMUNICATION

The following communication strategies will be used:

Cell phone / E-mail / Landline telephone / Physical visit if these are not available

The list of employee and client information that forms part of this document is vital and will be maintained and updated by Me Glen Swemmer. The latest copy will always be available on the

Yellow pages, but employees should at least have the emergency numbers and the contact numbers of the emergency team members on their cell phones, and a recent copy of the policy saved on their laptops.

6. PREPAREDNESS

The housekeeping procedures deployed by the company to prevent accidental fires and safeguard the assets will not be repeated in this document, but are of crucial importance to prevent major incidents from happening.

In the case of a major impact we will only be able to survive if we are properly prepared. As our plan evolves around a decentralised approach, management will put in place a basic infrastructure to support this strategy, which can then be expanded quickly should the need arise. The main areas that need to be addressed are as follows:

6.1. Data

- Software solutions
- Financial system
- Electronic Mail

6.2. Connectivity and Servers

- Connectivity

We have 4 x 4MB adsl lines with internet supplied by Mweb.

We have 1 x line from IS that provides our mail.

- Servers

Qmuzik's server room has a raised, fire-resistant floor to protect the servers against potential fire. We do not have additional fire extinguishing systems.

Floods: the same raised floor would provide protection in the unlikely event of flooding. The server room is also on the top floor.

Man's interference: We have a strong door with dual locks – the one is a basic lock, the other a specialist lock.

We do have offsite yearly backups of our servers.

In an emergency, leaving the servers in the server room is probably best, as they are relatively safe and secure. Removal would be very time consuming.

6.3. Hacking

Qmuzik uses Microsoft Forefront Firewall. This protects against hack attempts. No firewall is absolutely secure however, and is only as strong as the weakest link in the chain. No user may divulge his/her username and password to a third party. To maintain security, regular changing of passwords is crucial.

6.4. Prolonged power failure

Emergency team members should ensure that plans are in place to address 6.1 to 6.4 above.

7. DURING A CRISIS

7.1. Evacuation

In the case of an evacuation, it is important to put safety first, but also to rescue whatever you can, especially notebooks, and assist co-workers as far as possible.

Do not go to the basement.

7.2. The Regroup Area

is on the Leonie Street pavement outside the main entrance to the office park. Wait for further instructions - especially if the building is not accessible any more.

Personnel in Wings A, B, C and D will make their way calmly and quickly to the fire escape exit in each wing. Do not run. Take off high heel shoes. All personnel will meet at the Regroup Area.

Reception personnel and both Wanderers and Lord's at Trent boardroom guests/personnel will make their way to the main entrance and proceed to the Regroup Area.

7.3. Sickness and disease

If someone should fall ill at work and it constitutes an emergency, contact the emergency services immediately, whilst assisting as best as you can. We do not have specialist skills available and therefore time is very important. Also, consider whether time could be saved by taking the person to Unitas close by.

In the case of an outbreak of a serious disease, you will be informed on the steps to be taken, but in principle, it will involve action to limit the spreading to less contact wherever possible. Employees should communicate any diagnosed risks immediately to the company.

7.4. Other

When lives are being threatened, give in to demands as far as possible, but remember details that can assist later with an investigation. Do not put the lives of other people at risk through irresponsible behaviour.

LIST OF EMPLOYEES AND CONTACT DETAILS

Last name	First name	Phone Number (H)	Phone Number (W)	Phone Number (C)
Anderson	Andy	012 661 9618	012 640 3549	083 445 0147
Anthony	Nazla	021 906 1032	021 850 2525	082 730 8417
Aucamp	Franco	N/A	012 640 3567	083 628 0291
Bannister	Jacques	N/A	012 620 3493	082 881 2006
Bodenstein	Charlene	N/A	012 640 3557	076 855 7209
Bothma	Leon	N/A	076 798 0082	076 798 0082
Brits	Bertus	N/A	012 640 3521	076 871 5350
Buys	Elaine	012 333 7175	012 640 3540	079 697 1359
Calaca	Michele	N/A	012 640 3564	082 909 1488
Cindi	Jeffrey	N/A	012 640 3560	076 386 1268
Cloete	Nadine	018 290 7642	082 460 3152	082 460 3152
Combrinck	Meyer	012 567 3521	082 686 3652	082 686 3652
Copeland-De Jager	Alida	N/A	012 640 3570	079 896 9765
Costello	Brett		012 620 3351	0829271341
De Bruyn	Louis	N/A	012 620 3515	083 651 0242
De Bruyn	Willem			072 777 4311
De Flamingh	Jan-Willem	082 467 6257		082 415 5875
De Kock	Danie	N/A	082 331 0433	082 331 0433
De Oliveira-Barnard	Lezell	N/A	071 395 1667	071 395 1667
Dick	Kenny	N/A	012 640 3506	083 675 6232
Diedericks	Otto	012 460 1482	012 640 3571	083 630 3091
Du Preez	Lindie	N/A	012 640 3536	082 471 9909
Erasmus	Chantel	N/A	082 828 9363	082 828 9363
Erasmus	Christo	N/A	012 640 3533	082 412 2660
Etchell	Johan	N/A	012 620 3325	083 650 3650
Fourie	Braam	012 664 3390	012 640 3539	082 880 8528
Galloway	Sidney	N/A	0218502525	082 789 7489
Grobler	Juan	N/A	011 927 2512	076 045 8288
Harding	Juliette	N/A	012 640 3611	083 627 9444
Hayward	Ilse	N/A	012 640 3532	082 771 5299
Heunis	Esmè	N/A	084 608 3364	082 612 1927
Jankowitz	Johan	012 654 6404	012 640 3545	083 233 2444
Jooste	Nico	N/A	011 927 3426	083 797 2288
Kleingeld	Tinus	N/A	012 640 3520	072 447 7160
Klopper	Henk	N/A	012 640 3541	083 297 1377
Klopper	Susan	N/A	012 620 3274	083 450 9499
Lambrechts	LB	021 853 1474	021 851 2525	072 692 8445
Louw	Tina	N/A	012 640 3534	072 020 9000
Lubbe	Ettienne	012 807 1352	012 640 3502	082 888 2428
Mahlangu	Juliet	N/A	012 640 3500	084 582 7482
Mavolwane	Xolani			0718871586

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Last name	First name	Phone Number (H)	Phone Number (W)	Phone Number (C)
Meiboom	Cees	012 660 2459	011 927 4610	082 880 0713
Moeketsi	Jacob	011 366 2240	012 620 3357	078 832 7127
Molapo	Dineo	011 310 2949	012 640 3507	073 169 1742
Möller	Gerhard	012 653 0253	082 574 4873	082 574 4873
Monene	Mashilo	014 768 2287		0734684298
Morgan	Mandy	N/A	012 640 3514	
Naude	Henk	018 297 3471	082 871 8318	082 871 8318
Neethling	Carl	012 807 6227	012 640 3518	083 280 4736
Nelson	Daleen	012 333 8702	012 640 3537	082 416 1332
Oosthuizen	Thys	N/A	012 640 3527	082 389 7868
Peach	Pieter	011 391 3834	082 570 6506	082 570 6506
Pienaar	Anandi	N/A	079 510 7009	079 510 7009
Prinsloo	Chris		011 927 2216	083 675 1868
Prinsloo	Gerrit	N/A	012 640 3528	082 333 5694
Robbertse	André	N/A	012 640 3546	083 324 7803
Rodwell	Kevin	N/A	012 640 3524	082 878 2747
Rodwell	Lize	N/A	012 640 3504	082 573 0650
Scott	Bradford	012 386 2782	011 927 2287	082 806 4545
Sibanyoni	Lungy	084 241 4430	012 640 3538	084 222 6033
Small	Jan	012 665 3477	012 640 3503	082 457 2119
Smit	Paul	N/A	012 640 3525	072 420 5965
Steenkamp	Etienne	041 368 4912	082 886 7409	082 886 7409
Steenkamp	Murray	N/A	012 640 3542	083 708 4235
Strydom	Stephan	012 996 3371	083 331 2950	083 331 2950
Swanepoel	Morne	N/A	012 640 3522	082 377 4694
Swart	Willem	N/A	012 620 3009	082 262 9298
Swemmer	Glen	N/A	012 640 3501	082 463 5201
Titus	Alice	N/A	021 850 2525	073 934 1830
Trümpelmann	Liesel	N/A	012 640 3551	083 572 1951
Van den Berg	Jacques	N/A	012 640 3550	082 556 5128
Van der Walt	Charl	N/A	012 620 3285	082 563 0628
Van der Walt	Wessel	011 656 2650		082 599 3615
Van der Wateren	Lou	N/A	012 620 3211	076 280 6599
Van der Westhuizen	Aurinthea	N/A	012 620 3212	082 8164832
Van Onselen	Siebert	012 991 1799	012 640 3561	083 628 2102
Viljoen	Christo	012 654 2229	012 640 3542	082 444 1633
Visagie	Frencis	N/A	012 640 3543	072 672 1185
Voges	Adriaan	N/A	012 640 3558	082 337 3292

LIST OF CLIENTS AND CONTACT DETAILS

Company	Address	Contact Name	Contact Number	Fax Number	Deployed Functionality
Aero Union Corporation	USA	Mark Hernandez markhernandez@aerounion.com	00 1 530-230-1900	00 1 530-230-1926	Manufacturing, Project Management and Financial
Afriplex (Pty) Ltd	PO Box 3186, Paarl	Johan Kriel shaun@afriplex.co.za	+27 (0)21 871 1080		Standard Functionality
Anglo Platinum	55 Marshall Street Johannesburg	Nico van Wijk nvanwijk@angloplat.com	+27 (0)11 373 6496	+27 (0)11 373 5111	
CA Components	Private Bag X7 Dassenberg 7350	Helena Agenbag helena@cacomponents.co.za	+27 (0)21 577 3413	+27 (0)21 577 3414	Project management and Financial
CAE R/A Cape Advanced Engineering (Pty) Ltd	Private Bag X7 Dassenberg 7350	Ronel Webb rwebb@cae.co.za	+27 (0)21 577 3413	+27 (0)21 577 3414	Project management and Financial
Carl Zeiss Optronics (Pty) Ltd	PO Box 8859 Centurion 0046	Ria Noome ria.noome@optronics.zeiss.com	+27 (0)12 674 1451		Manufacturing, Project Management and Financial
CZ Electronics Manufacturing (Pty) Ltd	Unit 14 Oaklane Office Park 91 Grippen Road Bartlett Ext 94, Boksburg	Melanie Ferreira accounts@czelectronics.co.za	+27 (0)11 894 4494	+ 27 (0)11 894 4497	Manufacture, Project Management and Financial
Dendustri SA (Pty) Ltd		Elize van der Linde ElizeVDL@Dendustri.co.za	+27 (0)35 797 4764	+27 (0)35 797 3002	Project Management, Inventory and Financial
Denel SOC Ltd , trading as Overberg Test Range	Private Bag X12 Bredasdorp 7280	Robbie Robertse robbier@otb.co.za	+27 (0)28 445 2000	+27 (0)28 445 2007	Project Management, Financial and Maintenance
Denel (Pty) Ltd trading as Denel Aviation	P O Box 7246 Bonaero Park 1622	Mias Nortje Miasn@denelaviation.co.za	+27 (0)11 9273027	+27 (0)11 927 2936	Manufacturing, Project Management and Financial
Denel Land Systems	368 Selbourne Ave, Lyttelton, Centurion	Leonie Londt leoniel@dlsys.co.za	+27 (0)12 620 3213	+27 (0)12 664 0397	Manufacturing, Project Management and Financial
Denel SAAB Aerostructures (Pty) Ltd	6-8 Atlas Rd., Bonaero Park, Kempton Park or P.O Box 11, Kempton Park, 1620	Ampie Calitz ampiec@denelsaab.co.za	+27 (0)11 927 4413	+ (0)11 927 2029	Manufacturing, Project Management and Financial
Denel Technical Academy	P O Box 7246 Bonaero Park 1622	Mias Nortje Miasn@denelaviation.co.za	+27 (0)11 927 3027	+27 (0)11 927 2936	Project Management and Financial
Ence Engineering (Pty) Ltd	Cnr Atlas & De Havilland Road Kempton Park 1620	Norman Clark Annessa.Oberholzer@enceen gineering.co.za	+27 (0)11 921 4257	+27 (0)11 395 1001	Manufacturing
Enterprise Systems Implementation (Pty) Ltd	Route 21 Corporate Park, Zelpy House, 101 Sovereign Drive, Irene	Alida Gouws Alida@ESI-World.com	+27 (0)12 345 5010	27 (0)12 345 5880	Standard Functionality
Faurecia Interior Systems (Pty) Ltd Pretoria	P O BOX 17382 Pretoria North 0116	N Bothma nardus.bothma@faurecia.com	+27 (0) 41 995 4907		Engineering, Logistical Management, Debtors
Faurecia Interior Systems (Pty) Ltd Uitenhage	NELSON MANDELA BAY LOGISTIC PARK JAGTVLAKE INDUSTRIAL AREA UITENHAGE	N Bothma nardus.bothma@faurecia.com	+27 (0)41 995 4907		Engineering, Logistical Management, Debtors
Faurecia Interior Systems SA (Pty) Ltd - EL	Jonker Crescent (off Military Road) West Bank East-London	N Bothma nardus.bothma@faurecia.com	+27 (0)41 995 4907		Engineering, Logistical Management, Debtors
Grintek Ewaton (Pty) Ltd	P O Box 912-561 Silverton 0127 13 De Havilland Crescent, Perseuor, Technopark, PTA	Sonette Dawkins asdawkins@ewaton.co.za	+27 (0)12 421 6421	+27 (12)421 6216	Manufacturing, Project Management and Financial
Maksal Tubes (Pty) Ltd	P O Box 484 Springs 1560	Anton Coetzee Anton@Turbotubes.com	+27 (0)11 813 1240	+27 (0)11 817 1829	Manufacturing, Project Management and Financial
Mechem a Division of Denel (Pty) Ltd	368 Selbourne Ave, Lyttelton, Centurion	Gerrie Nel gerrien@mechem.co.za	+27 (0)12 620 3403	+27 (0)12 664 3528	Project Management and Financial
Micromax (Pty) Ltd	Cnr Atlas & De Havilland Road Kempton Park 1620	Alet Wessels alet@micromax-sa.biz	+27 (0)11 921 4191	+27 (0)11 921 4480	Manufacturing
Nedbank Limited	Johannesburg	Wilda Duncan WildaD@Nedbank.co.za	+27 (0) 11 302 1200		Aministration
Neotel		Pierre Geldenhuys			

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Company	Address	Contact Name	Contact Number	Fax Number	Deployed Functionality
North-West University	Private bag x6001, Potchefstroom Hoffman st., Potchefstroom, 2520	Ernest van Niekerk	+27 (18) 299-4900 0836352891	+27 (18) 299-4910	Card Administration, Access Control
Parceval (Pty) Ltd	P O Box 158 Wellington 7654	Elke Gorlich elke.gorlich@parceval.co.za	+27 (0)21 873 3895	+27 (0)21 873 5955	Manufacturing, Financial and distribution
Promac Paints (Pty) Ltd					
Rheinmetall Denel Munition (Pty) Ltd	Reeb Road Firgrove 7130	Dirk van Zyl Dirk.VanZyl@rheinmetall-denelmunition.com	+27 (0)21 850 2042	+27 (0) 21 850 2002	Manufacturing, Project Management, Financial and Maintenance
SAAB Grintek Defence (Pty) Ltd, trading as Support & Services	195 Witch-Hazel Ave Highveld, Technopark, Centurion	Carlen Pienaar	+27 (0)12-678 8000	+27 (0)12-678-8001	Project, Procurement and Financial
SAAB Grintek Defence (Pty) Ltd, trading as Electronic Defence Systems	185 Witch-Hazel Ave Highveld, Technopark, Centurion	Marcus Zikalala	+27 (0)12 672 6000	+27 (0)12 672 6222	Manufacturing, Inventory, Procurement, Project and Financial
SAAB Grintek Defence (Pty) Ltd, trading as Saab Shared Services ZA	44 Oak Ave, Highveld Technopark, Centurion	Merencia Louw	+27 (0)12 672 8332	+27 (0)12 672 8340	Manufacturing, Inventory, Procurement, Project and Financial
SAAB Grintek Defence (Pty) Ltd, trading as Support & Services	195 Witch-Hazel Ave Highveld, Technopark, Centurion	Carlen Pienaar	+27 (0)12-678 8000	+27 (0)12-678-8001	Manufacturing, Inventory, Procurement, Project and Financial
SAAB Systems Grintek	171 Witch Hazel Ave Highveld Technopark, Centurion	Rene de Bruto	+27 (0)12 671 4500	+27 (0)12 671 4511	Project Management, Inventory and Financial
Specialised Protein Products (Pty) Ltd	24 Jeppe Street, Potchindustria, Potchefstroom	spp@sppcom.com	+27 (18) 293-9900	+27 (18) 293-3321/6	Standard Functionality
Thales ATM (Pty) Ltd	55 Richards Road Midrand	Morkel Du Preez morkeld@adsmr.co.za	+27 (0)11 313 9305	+27 (0)11 313 9384	Project Management, Manufacturing and financial
Thales Defence Systems (Pty) Ltd	55 Richards Road Midrand	Morkel Du Preez morkeld@adsmr.co.za	+27 (0)11 313 9305	27 (0)11 313 9384	Project Management, Manufacturing and financial
Thales South Africa (Pty) Ltd	55 Richards Road Midrand	Morkel Du Preez morkeld@adsmr.co.za	+27 (0)11 313 9305	27 (0)11 313 9384	Project Management, Manufacturing and financial
Warid Telecom Limited	Uganda	Atif Dar atif.dar@waridtel.co.ug	+256 200 20 4000 +256 70 400 4000	+ 256 111-111-322	Prepaid Airtime Distribution
Zorbatex : Hellierwood Investment Holdings (Pty) Ltd	91 Helpmekaar Rd, Ladysmith, Kwazulu-Natal	Jenny Hailstone jenny@zorbatex.com	+27 (0)36 631 0526	+27 (0)36 618 3971	Manufacturing and Financial