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| Response | Disaster Recovery |
| From tender | Health share |
| Date | 2018 |

Toshiba has its DRP for its data centre, IT application, head office site and warehouse.   
The Disaster Recovery invocation process is outlined below:  
1. Either the TAP IT Team or TAP Business Executives can invoke this process, depending on who discovers an incident.   
2. Based on the incident severity, impact and expected outage, the IT DR Team leader initiates a phone conference call with the additional IT DR team contacts, and at the same time, engages an executive authoriser to review and approve decisions made by the IT DR team. The IT DR team decides whether this is a ‘Severity 1 Incident’ or a Disaster:   
o Severity 1 Incident: the IT Infrastructure Support and IT Applications Support teams are engaged to resolve the incident, follow up with problem management (root cause analysis and permanent fix) and undertake a Post Incident Review (PIR).   
o Disaster: the IT DR plan is invoked by the IT DR manager and is communicated to the IT Manager, key business stakeholders and key outsourced IT service providers   
3. If the IT DR plan is invoked, the TAP Business Continuity Command Team is also advised.   
Next, the IT DR teams invoke their IT Disaster Recovery profiles and procedures, which are monitored by the IT DR Manager. At this time, additional third-party outsourced providers are also informed, and where necessary, engaged to assist with the recovery process.  
Part of our Risk Management strategy for supply is the diverse location of more than $42 Million in stock in 6 warehouses in Melbourne, Canberra, Sydney (2), Brisbane and Auckland, plus additional air freight supply from Toshiba Singapore. This is to help mitigate disaster risks and resume the service provision ASAP.