

Business Continuity & Disaster Recovery Plan

How we maintain and restore service and client work during a disruption.

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1. Purpose

To ensure Backpack Works can continue operating Backpack OS and delivering client work, and recover critical systems after a disruption.

2. Scope

Critical systems and data, including the platform (Vercel + Supabase + Cloudflare R2), source control, project assets, communication tools, and the cloud platforms we operate.

3. Strategy

- Backpack OS runs on managed, auto-scaling cloud platforms with provider-level redundancy.
- Critical data (application data, code, designs, documents) is stored in redundant, backed-up systems.
- Work and knowledge are distributed across the team to avoid single points of failure.

4. Recovery objectives

- **RTO (Recovery Time Objective):** restore critical services within one business day.
- **RPO (Recovery Point Objective):** no more than 24 hours of data loss for backed-up systems.

These targets are reviewed as our tooling matures.

5. Backups

Database backups are performed by our managed database provider; backups and restores are described in our Backup Policy.

6. Status

Platform status is published at app.backpack.works/status/backpack-works-portal.

7. Review & testing

This plan is reviewed at least annually and validated through recovery tests.