

# **Business continuity Management Policy**

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Corporate Planning & Coordination Department  
(Issue date June 26, 2014)

**Business Continuity Management Policy Revision History 1/1**

<b>Page No.</b>	<b>Topic</b>	<b>Version No.</b>	<b>Start date</b>	<b>Reason of establishment/ revision/abolishment</b>
		0	August 31, 2011	Newly established
		1	January 1, 2013	Reorganized structure form CPC dept to be CC dept and CP dept.
		2	July 1, 2014	Change wording from Corporate Control Department (CC) to Corporate Planning & Coordination (CPC) Department as the reorganized structure on 1 July 2014

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## Chapter 1. General Provision

### Article 1. Purpose

This policy shall provide the manner in which EASY BUY Public Company Limited (hereinafter, "Company") manage for the Business Continuity with purpose of this policy as followings:

1. To state the executive commitment to Business Continuity within Company.
2. To demonstrate commitment to maintain the continuity of services provision for customers and stakeholders
3. To set out an organization approach to the implementation and maintenance of a Business Continuity Management System
4. To ensure that Business Continuity Plan will be developed, implemented, maintained and tested in order to achieve the levels of recoverability required by business
5. To prevent or reduce the likelihood of unplanned disruption to critical business processes and services by establishing prudent levels of protection and recovery capability
6. To provide information, procedures and processes required to achieve the successful recovery of critical business processes within the required timeframes

### Article 2. Basic Principles

1. Board of Directors through the Management of Company should be responsible for Company's Business Continuity Management (BCM); Management is responsible for steering BCM with policies and strategies necessary for the continuation of critical business processes. In addition, Management should demonstrate that they have sufficient awareness of the risks, mitigating measures and state of the readiness for the execution of the plans related to BCM.
2. BCM is a risk-based framework that addresses operational risk by developing clear policies, strategies, and accountabilities for the recovery of critical business processes. It is a proactive process. Company should therefore strive to build an organizational culture that embeds BCM as part of its business-as-usual operations and day-to-day risk management.
3. Company should test its Business Continuity Plan (BCP) regularly, completely, and meaningfully. Changes in technology, business processes and staffs' roles and responsibilities can affect the appropriateness of the BCP; and ultimately the business continuity preparedness of Company. It is therefore important to regularly test its functionality and effectiveness. Company should seek assurance from testing, that should its BCP be activated, Company would be able to continue to operate reliably, responsively, and efficiently as planned.
4. The establishment of recovery strategies enables Company to execute its BCP in an orderly and predefined manner that minimizes disruption and financial loss. Recovery strategies form the basis for defining recovery time objectives (RTO) of critical business processes.

**Article 3. Scope of Policy**

This policy applies to all Company staffs, facilities and IT systems as well as critical business processes and services. Company shall be prepared for scenarios including loss of physical asset, loss of key staffs, loss of supplier and unable to access site, for examples; natural disaster, power outage, hardware/telecommunications failures, data corruption, explosives and chemical, biological, nuclear hazards and epidemics. These events may be local in nature, rendering only a single Company facility inaccessible, or could have regional impact, with multiple Company facilities in a geographic region becoming inaccessible.

This policy provides guidance for the Recovery and Resumption of critical business operations in accordance with pre-established timeframes.

**Article 4. Responsibilities of each involvement entity****1. Executive Commander**

The Executive Commander is Chief Executive Officer (CEO), which is accountable for decision making to execute the Business Continuity plan (BCP).

In the event of the Executive Commander unable to discharge his/her duties the other as predestinated by Executive Commander or by elect one of committee to act as an Executive Commander.

**2. Business Continuity Management Committee (BCM Committee)**

BCM Committees are responsible for decision making and final approval of the strategic recovery and continuity planning for Company.

BCM Committee member are the same members of Risk Management Committee as being referred in Risk Management Regulation.

**3. Crisis Management Team**

Crisis Management Team or CMT consists of key executives, essential key supporting players and the heads of business units with critical functions. Each member has a set of pre-defined roles and responsibilities for implementing Business Continuity Plan.

Specifically, this includes development and maintenance of plans and structures for ensuring that:

- (a) roles and responsibilities are clear and decision-making structures exist in the event of a crisis, and that there are clear lines of accountability and delegation,
- (b) communication to staff, media, other units and other parties is managed and appropriate,
- (c) processes exist for response, interim continuity through to full recovery of critical operations and functions, with outcomes aligned to the Company's best interests,
- (d) backup strategies and processes for the restoration of information systems and communications that support critical business functions, are in place to cover possible disruptive event

CMT is also tasked with providing command and control on recovery activities to ensure successful execution of the Business Continuity Plan.

**4. Business Continuity Management Managers (BCM Managers)**

BCM Manager is responsible for facilitating on development and maintenance of the BCP plans and associated arrangements in line with Company's overall BCM policy, priorities, methodologies and practices.

## 5. Recovery Team

Recovery Teams are responsible for maintaining the recovery procedures and executing the recovery and resumption of business functions, processes or systems.

## 6. Support Team

Support Teams are responsible for administrating and providing logistics support to the Recovery Team and the Crisis Management Team (CMT). In case the Recovery Team is establishing or restoring operations at alternate site, the Support Team may be tasked with damage assessment, salvaging and restoring the primary site.

## 7. Crisis Communication Team (PR&IR)

The Crisis Communication Teams are responsible for designed group charged with developing, maintaining, and tactically executing timely and effective messages to intra and inter organization and communities

## 8. Staff

All staff and contractors are responsible for contributing to the BCM program with appropriate guidance, as well as assisting with response and recovery actions following a crisis, emergency or disaster event.

## Article 5. Definitions

The following terms used in this policy shall have the respective meanings indicated below:

Table 1: Definitions of Terms

Term	Definition
1. Business Continuity Management (BCM)	It's a holistic management process that identifies potential risks and impacts that threaten an organization and provides a framework for building resilience and the capability for and effective response that safeguards the interest of its key stakeholders, reputation, brand and value-creating activities.
2. Business Continuity Plan (BCP)	Is a collection of plans, procedures, and information that is developed, compiled and maintained in readiness for use in the event of a disruptive event in order to continue deliver value-creating activities at an acceptable pre-defined level.
3. Business Impact Analysis and Risk Assessment (BIA and RA)	Is the process of measuring the business impact or loss (quantitatively and qualitatively) caused by the outage to the Company, The BIA is useful in identifying the recovery priorities, recovery resources requirements, recovery strategies, and critical staff.
4. Business Continuity Strategies	Guidelines that company choose to recover business continuity and require Chief Executive Officer approved and tested course of action in response to operational disruptions.

## Chapter 2. Policy

### Article 6. Policy

Ensuring continuity of processes and services is essential for business survival, particularly in times of crisis. To preserve the continuity of business, Company will:

1. Protect the people and corporate asset.
2. Identify and mitigate risks to critical business processes and services to an acceptable level.
3. Manage any disruption to minimize impact by establishing effective business continuity plan and business continuity management system.

The Policy requires:

1. Business Continuity Management Organization Structure (Article 7.) must be used to manage the business continuity program on an ongoing basis.
2. Each business unit must nominate senior representatives as BCM Leader to take responsibility for Business Continuity Management in their own unit.
3. Appropriate personnel from all business units must be nominated to be member of Recovery and Support Teams as required.
4. Risk must be identified as a component of continuity programs (RA). Potential risks must be assessed for either mitigation or acceptance. Acceptance of risks must be done at the BCM Committee.
5. Business Impact Analysis (BIA) must be conducted on all business units. The analysis will determine the level of continuity planning required by each unit, as well as define the period of time after which outages of business process become unacceptable. BIA will also provide the cost/impact justification necessary to support the implementation of various continuity strategies.
6. Business Continuity Strategies must be developed to reflect the requirements identified in BIA. Strategies must be reviewed on an on-going basis to ensure that they continue to remain effective taking into consideration of business requirements changing.
7. Business Continuity Plans must be developed, documented and maintained to ensure that business continuity strategies can be readily executed. The plans will enable the resumption of critical business processes at existing or alternate locations within the time periods specified in BIA.
8. Education and training will be provided to all staffs on the overall response to unplanned interruption. The education should be performed regularly so that all staffs are reminded of what will happen and what will be expected of them in a disaster or crisis situation. All new staffs should be exposed to the education as part of their induction program.
9. Ongoing testing (in regularly) of continuity capability must be carried out in order to prove its overall fitness for purpose as defined by BIA, as well as to identify errors and issues with existing plans, documentation, and procedures.

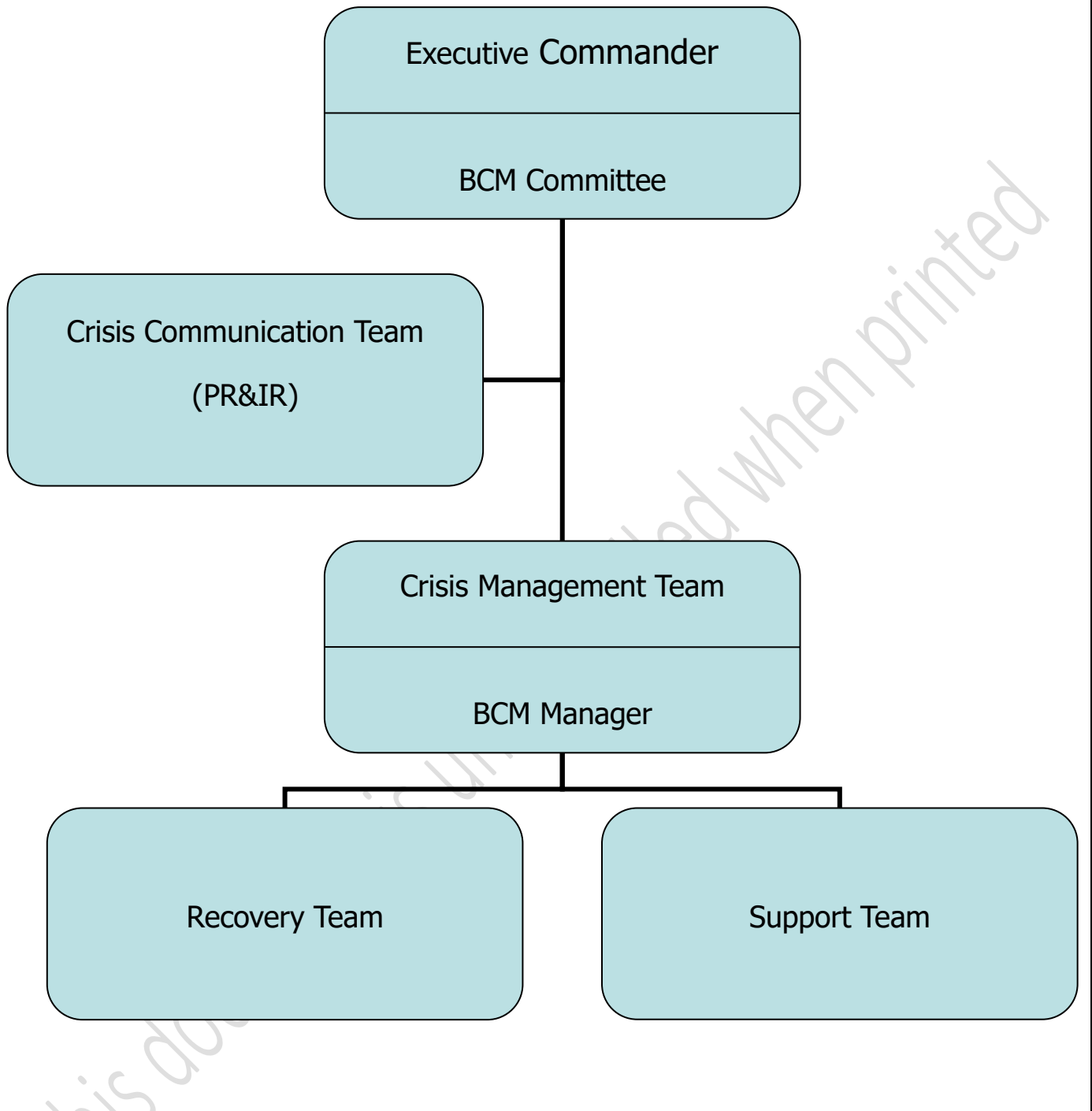
10. The recovery capability and readiness must be maintained to provide the best possible means of recovering from a major incident or disaster affecting the business.

It is the responsibility of the all personnel in management positions to ensure that appropriate resources are provided to implement this policy and to ensure that it is properly communicated and understood.

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**Article 7. EASY BUY BCM Organization Structure**



**Supplementary Provision****Amendment and Abolition of this policy**

Any significant amendment or abolishment of this policy shall be proposed by Corporate Planning and Coordination Department to the Board of Directors for approval.

**Periodic Review of this policy**

This policy shall be subject to review annually from the date of enforcement in principle. However, such review may be conducted in any appropriate time in case there is any significant amendment or abolishment.

This policy was reviewed without any significant amendment, and completely acknowledged by the Board of Directors on 24 June 2021

**Date of Enforcement**

This Policy was considered and approved by the Board of Directors dated 26 June 2014

This policy shall come into force as of 1 July 2014