



Business Continuity Plan
For Crisis Preparedness Management
BTS Group Holdings Public Company Limited

Business Continuity Plan for Crisis Preparedness and Management

The Business Continuity Plan for Crisis Preparedness and Management (BCP), hereinafter referred to as the Business Continuity Plan, has been established to ensure that the “**Company**” is adequately prepared and able to respond to and operate effectively during crises or emergency situations. These may include natural disasters, accidents, disease outbreaks, or deliberate acts against the organisation. The purpose of this Plan is to minimise disruption and ensure that such crises or emergencies do not cause the Company to suspend its operations or interrupt the continuous delivery of its services.

In the absence of appropriate processes to ensure operational continuity, a department may expose the Company to a range of impacts, including financial and accounting disruptions, interruptions to other operations, and risks to the lives and property of employees. Accordingly, the establishment of the Business Continuity Plan is essential to enable each department to respond effectively to unforeseen events, restore Critical Business Processes to normal operation within the prescribed service levels, and minimise the severity of any resulting impacts on the department.

Objectives of the Business Continuity Plan

- To provide a framework for business continuity management.
- To ensure that each department is prepared to respond to crisis situations and to minimise the impact of disruptions to operations or service delivery.
- To mitigate damage to an acceptable level.
- To maintain the confidence of the public, employees, and other stakeholders in the organisation’s capability, even when it faces serious incidents that may disrupt its operations.

BCP Assumptions

This document has been prepared based on the following assumptions:

- Emergency incidents may occur at various critical times, but they do not affect the designated alternate worksite that has been prepared.
- The Digital Solutions function is responsible for backing up information systems, and the backup systems are assumed not to be affected by the same emergency incident as the primary systems.

- “Personnel” as referred to in this document means all officers and employees of the organisation.

Scope of BCP

This Business Continuity Plan is intended to support the organisation in responding to crisis situations or emergency incidents occurring at its office premises or within the organisation, including the following events:

- Flooding incident
- Fire incident
- Protests, demonstrations, or riots
- Prolonged epidemic or pandemic events
- Earthquakes incident
- Cybersecurity incidents, with reference to the Information Security Policy

Analysis of Critical Resources

Crisis situations and emergency incidents may arise in many forms. Therefore, to enable the Company to maintain business continuity, the provision of critical resources is essential and must be identified in the Business Continuity Plan. The preparation of such critical resources should be considered based on impacts across the following four areas:

1. **Impact on Building / Primary Workplace** refers to incidents that cause damage to the primary workplace or render it unusable, resulting in personnel being unable to access or work at the site on either a temporary or long-term basis. This also includes situations where service users are unable to access the organisation’s service locations.
2. **Impact on Critical Information Technology Systems and Data** refers to incidents that cause technology systems, information systems, or significant data to become unavailable for normal business operations.
3. **Impact on Key workforce** refers to incidents that prevent key workforce from reporting to work or performing their duties as normal.
4. **Impact on Critical Suppliers / Service Providers / Stakeholders** refers to incidents that prevent critical suppliers, service providers, or stakeholders from being contacted, delivering services, or completing assigned work.

Summary of Crisis Events and Their Impacts (Mark ✓ in the columns corresponding to the affected areas)

Crisis Events		Impacts			
		Building / Primary Workplace	Information Technology Systems and Critical Data	Key workforce	Suppliers / Service Providers / Stakeholders
1	Flooding incident	/		/	/
2	Fire incident	/	/	/	
3	Protests, demonstrations, or riots	/		/	/
4	Prolonged epidemic or pandemic events			/	/
5	Earthquakes incident	/	/	/	/

This Business Continuity Plan does not cover operational disruptions arising from routine activities where such disruptions do not have a significant impact on the organisation's operations or service delivery. This is because the organisation remains able to manage, rectify, or improve the situation within an appropriate timeframe, and the relevant executives or heads of divisions and departments are able to take responsibility for and address the issue independently.

Business Continuity Plan Team

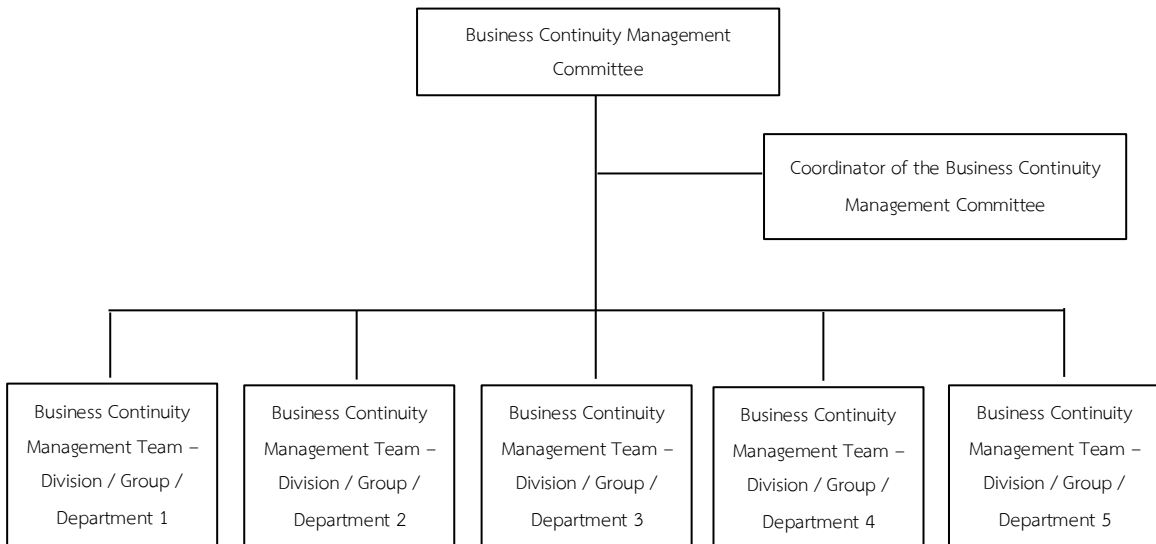
The Business Continuity Plan team consists of the Business Continuity Management Committee and the Business Continuity Management Team. These teams are required to work collaboratively to oversee, monitor, respond to, and recover from emergency incidents within their respective functions, so that business continuity can be maintained and normal operations can be restored as quickly as possible, in accordance with the roles and responsibilities set out below.

1) The **Business Continuity Management Committee** is responsible for assessing the nature, extent, and likely progression of the incident to determine whether

to activate the Business Continuity Plan. The Committee is also responsible for implementing the prescribed business continuity procedures and guidelines, as well as securing the resources identified in the Business Continuity Plan.

2) The **Business Continuity Management Team** is responsible for supporting the operations of the Business Continuity Management Committee and carrying out the prescribed business continuity procedures and guidelines, including securing the resources identified in the Business Continuity Plan for its respective function or department.

3) The **Coordinator of the Business Continuity Management Committee** is responsible for communication and coordination within the organisation, providing support for liaison with functions and departments across the organisation, and carrying out the prescribed business continuity procedures and guidelines.



The list of members of the Business Continuity Plan team is set out in Table 1. In the event that key personnel are unable to perform their duties, designated alternate personnel shall assume the roles and responsibilities of the key personnel.

Table 1: List of Personnel and Roles of the Business Continuity Plan (BCP) Team

Key personal		Role	Alternate Personnel	
Name	Phone		Name	Phone
Mr. Kavin Kanjanapas	02-080-1000	Head of the Business Continuity Management Committee	Mr. Kong Chi Keung	02-080-1000
Ms. Tida Srichiraratana	02-080-1000 ext.7200	Coordinator of the Business Continuity Management Committee	Mr. Tareep Leekulpitak	02-080-1000 ext.1645
Mr. Kavin Kanjanapas	02-080-1000	Head of the Business Continuity Management Team, Office of the Chief Executive Officer	Mr. Tida Srichiraratana	02-080-1000 ext.7200
Mr. Surapong Laoha-Unya	02-080-1000	Head of the Business Continuity Management Team, MOVE Business Unit	Mrs. Supattra Inthasong	02-080-1000 ext.7102
Mr. Lap Shun Nelson Leung	02-080-1000	Head of the Business Continuity Management Team, MIX Business Unit	Mrs. Chama Savetbodi	02-080-1000 ext.8100
Mr. Chotchawal Leetrairong	02-080-1000 ext.7000	Head of the Business Continuity Management Team, MATCH Business Unit	Mr. Nattorn Kijamre	02-080-1000 ext.7001
Mr. Rangsin Kritalug	02-080-1000	Head of the Business Continuity Management Team, Operations Division	Mrs. Veerapa Rodjanapiyavong	02-080-1000 ext.1100
Mrs. Chawadee Rungruang	02-080-1000 ext.2000	Head of the Business Continuity Management Team, Finance Division	Mr. Nutthaphol Rungsakhon	02-080-1000 ext.2100
Mr. Sayam Siwarapornskul	02-080-1000 ext.5000	Head of the Business Continuity Management Team, Legal Division	Mrs. Anchalee Klinkesorn	02-080-1000 ext.5002
Mr. Daniel Ross	02-080-1000 ext.6000	Head of the Business Continuity Management Team, Investment Division	Mrs. Sinatta Kiewkhong	02-080-1000 ext.6100
Mrs. Lapika Sasanavin	02-080-1000 ext.7400	Head of the Business Continuity Management	Mr. Komkrit Saksriyuttana	02-080-1000 ext.7401

Key personal		Role	Alternate Personnel	
Name	Phone		Name	Phone
		Team, Business Development Unit		
Mr. Veerapong Rodjanawarodom	02-080-1000 ext.3100	Head of the Business Continuity Management Team, Property Development Unit	Mr. Thanaporn Yosto	02-080-1000 ext.3102
Mrs. Taraket Thawornpanich	02-080-1000 ext.5200	Head of the Business Continuity Management Team, Corporate Secretary Office	Mrs. Janthana Ratanaamornchai	02-080-1000 ext.5201
Mr. Pipop Intaratut	02-080-1000 ext.4100	Head of the Business Continuity Management Team, Internal Audit Office	Mr. Aekapon Tharnrawadee	02-080-1000 ext.4102
Mr. Pipop Intaratut	02-080-1000 ext.4100	Head of the Business Continuity Management Team, Office of the Data Protection Officer	Mrs. Thatsanee Vaiyavatjamai	02-080-1000 ext.4116
Mrs. Petcharat Pultasthan	02-080-1000 ext.3200	Head of the Business Continuity Management Team, Hire Purchase Unit	Mrs. Sirinad Teerarattakompong	02-080-1000 ext.3201
Mr. Tareep Leekulpitak	02-080-1000 ext.1645	Head of the Business Continuity Management Team, Human Resources Department	Mr. Suttinun Nanthanavarangkool	02-080-1000 ext.1127
Mr. Tareep Leekulpitak	02-080-1000 ext.1645	Head of the Business Continuity Management Team, Corporate Communications Office	Mrs. Kanokwan Hankittikul	02-080-1000 ext.1193

Impact on Work Processes or Service Delivery

Business Impact Analysis of Work Processes or Service Delivery shall be conducted using the following impact assessment criteria:

Impact Level	Criteria for Determining the Level of Impact
Very High	<ul style="list-style-type: none"> ■ The disruption affects operations for more than 5 days. ■ Technology and information systems are unavailable for more than 5 days.
High	<ul style="list-style-type: none"> ■ The disruption affects operations for three to 5 days. ■ Technology and information systems are unavailable for 3 - 5 days.
Moderate	<ul style="list-style-type: none"> ■ The disruption affects operations for 1 - 3 days. ■ Technology and information systems are unavailable for 1 -3 days.
Low	<ul style="list-style-type: none"> ■ The disruption affects operations for no more than 1 day. ■ Technology and information systems may be temporarily unavailable with no significant impact.
Insignificant	<ul style="list-style-type: none"> ■ No impact on core operations. ■ No impact on technology and information systems.

Note : The impact levels may be defined as appropriate to the organisation's context, for example: High / Moderate / Low, or Very High / High / Moderate / Low / Insignificant.

It has been identified that the work processes which the organization must prioritize and restore or resume within the specified timeframe are set out in Table 2.

Table 2: Business Impact Analysis of Work Processes or Service Delivery

Core process	Impact Level / Urgency (High / Moderate / Low)	Target Recovery Timeframe				
		12 hours	1 day	1 week	2 weeks	1 month
Information Technology and Information Systems	High		/			
Accounting	High		/			
Finance	Moderate		/			
Human Resources Management	High		/			
Administrative Services	High			/		

Core process	Impact Level / Urgency (High / Moderate / Low)	Target Recovery Timeframe				
		12 hours	1 day	1 week	2 weeks	1 month
Legal Affairs	Moderate			/		

- Note :
1. Target Recovery Timeframe refers to the period following an incident within which products or services must be restored to their normal condition, activities must resume, and resources must be recovered (TIS 22301-2556).
 2. The target recovery timeframe may be adjusted as appropriate to suit the organisation's circumstances.

For other work processes that have been assessed as not being subject to high or very high levels of impact, or that are sufficiently flexible to allow operations or service delivery to be deferred, the relevant function heads shall assess the necessity and appropriateness of any response measures. Where necessary, such processes shall follow the same business continuity management approach as applies to the core processes.

Analysis to Determine Critical Resource Requirements

- 1) Alternate Workplace Requirements are set out in Table 3.

Table 3 Identification of Alternate Working Space

Resource	Location / Source	Duration				
		4 hours	1 day	1 week	2 weeks	1 month
Space for the Alternate Workplace	The Unicorn Building, Phaya Thai			/	/	/
Work from home	Employees' residences	/	/	/		

- 2) Equipment and Supplies Requirements are set out in Table 4.

Table 4 Identification of Required Equipment and Supplies

Resource	Source	Duration				
		4 hours	1 day	1 week	2 weeks	1 month
Backup laptop computers in the event that current devices are unavailable for use (one laptop per employee).	Digital Solutions		/	/	/	/
Backup printers	Administration Department and Digital Solutions		/	/	/	/
Desks and chairs for the alternate workplace.	Property Development Department and Administration Department.		/	/	/	/

3) Information Technology and Information Requirements

Table 5 Identification of Information Technology Requirements

Resource	Source	Duration				
		4 hours	1 day	1 week	2 weeks	1 month
VPN system	Digital Solutions		/	/	/	/
Network system	Digital Solutions		/	/	/	/
Backup servers and server-related systems	Digital Solutions		/	/	/	/
Email system	Digital Solutions		/	/	/	/
Internet access	Digital Solutions and Administration Department.		/	/	/	/

4) Personnel Requirements for Business Continuity Operations

Table 6 Identification of Required Key Personnel

Resource	Duration				
	4 hours	1 day	1 week	2 weeks	1 month
Number of personnel working at the office / alternate workplace	Business Continuity Management Team	Business Continuity Management Team and the relevant functions responsible for preparing the alternate workplace	All employees (once the alternate workplace is ready)	All Employee	All Employee
Number of personnel required to work from home	Other employees	Other employees	Other employees (during the period in which the alternate workplace is being prepared for use)		

5) Service Requirement






Table 7 Identification of Service Providers to Be Contacted or Engaged

Service Provider	Duration				
	4 hours	1 day	1 week	2 weeks	1 month
Backup Internet service provider		/	/	/	/
Backup data centre service provider		/	/	/	/

Business Continuity Strategy

The business continuity strategy provides a framework for procuring and managing resources to ensure readiness in the event of a crisis. It considers resources across five key areas, as set out in Table 8.

Table 8 Business Continuity Strategy

Resource		Business Continuity Strategy
	Building / Alternate Workplace	<ul style="list-style-type: none"> ■ Arrange for an alternate office space at a separate location ■ Support work-from-home arrangements with VPN connectivity in place
	Critical equipment and supplies / procurement and delivery of critical equipment and supplies	<ul style="list-style-type: none"> ■ Maintain a list of the minimum backup equipment and supplies required ■ Establish agreements with multiple vendors to reduce the risk of disruption in the procurement or delivery of critical equipment and supplies
	Information technology systems and critical data	<ul style="list-style-type: none"> ■ Maintain a ready-to-use Disaster Recovery Site (DR Site)
	Key personnel	<ul style="list-style-type: none"> ■ Designate backup personnel for all functions ■ Establish cross-training plans to ensure continuity in the event of personnel shortages
	Critical suppliers / service providers / stakeholders	<ul style="list-style-type: none"> ■ Enter into Service Level Agreements (SLAs) with suppliers to support business continuity in emergency situations ■ Identify and secure alternative suppliers as backup arrangements

Business Continuity Management and Process Recovery Procedures

Flooding incident

Business Continuity Management Procedure – Flooding	Responsible Party
1. Assess the status and persistence of the flooding situation, including water levels	1. Business Continuity Management Team / Management Function 2. On-site Response Team
2. Assess the level of impact using qualitative criteria 2.1. Insignificant 2.2 Low impact 2.3 Moderate impact 2.4 High Impact 2.5 Very high impact	1. Business Continuity Management Team / Management Function 2. On-site Response Team
3. Assess the resources affected 3.1 Building / primary workplace 3.2 Personnel 3.3 Customers 3.4 Suppliers	1. Business Continuity Management Team / Management Function 2. On-site Response Team
4. Consider whether to declare a crisis or emergency situation	1. Business Continuity Management Team / Management Function 2. Coordinator of the Business Continuity Management Committee
5. Response actions 5.1. Response relating to the building / primary workplace 5.1.1. Monitor the situation and the severity of the flooding. 5.1.2. Consider relocating assets that are at risk of damage from prolonged water exposure. 5.1.3. Prepare flood prevention equipment to prevent water from entering the premises and to minimise further potential damage. 5.2. Response relating to personnel 5.2.1. Prepare a summary of the names and number of personnel located in the affected flood area. 5.2.2. Arrange premises and transportation for the evacuation of personnel and assets.	The Business Continuity Plan Team (BCP Team) shall comprise the following functions: 1. Business Continuity Management Team / Management Function 2. On-site Response Team 3. Digital Solutions Function 4. Administration Function 5. Human Resources Function 6. Corporate Communications Function

Business Continuity Management Procedure – Flooding	Responsible Party
<p>5.2.3. Prepare basic medical supplies, clean drinking water, and emergency dry food stocks.</p> <p>5.3. Response relating to critical equipment, tools, and information technology</p> <p>5.3.1. Where the situation is assessed as allowing business operations to continue in an adjusted form, the BCP Team shall allocate the necessary tools and resources in accordance with the business continuity plan to enable operations to continue as appropriate to the circumstances.</p> <p>5.4. Response relating to stakeholders</p> <p>5.4.1. Communicate the situation and the response measures clearly to stakeholders as soon as possible in order to reduce concern and uncertainty arising from the incident.</p> <p>5.5. The Business Continuity Plan Team (BCP Team) shall closely monitor and manage the situation on an ongoing basis until normal conditions are restored. Specific and sufficiently detailed records must be maintained to support timely communication and effective response by the BCP Team at all times.</p> <p>5.6. Announce the return to normal operations once the situation has ended.</p> <p>5.7. The Business Continuity Plan Team (BCP Team) shall undertake recovery actions to restore normal conditions as quickly as possible and prepare a summary report of the incident and all related damages for submission to the Head of the Business Continuity Management Committee, upon which the process shall be concluded.</p>	

Fire Incident

Business Continuity Management Procedure – Fire Incident	Responsible Party
1. Proceed to inspect the scene as quickly as possible in order to assess the severity of the incident	1. Business Continuity Management Team / Management Function 2. On-site Response Team
2. Assess the level of impact using qualitative criteria: 2.1. Low impact 2.2. Moderate impact 2.3. High impact 2.4. Very high impact	1. Business Continuity Management Team / Management Function 2. Business Continuity Management Team / On-site Response Function
3. Bring the fire under control using the building’s initial fire-fighting equipment, where the fire is minor and the situation is assessed as capable of being contained promptly	1. On-site Response Team
4. Contact the fire department as soon as possible to respond to the incident where the situation is assessed as severe and likely to cause widespread damage to personnel and property	1. Business Continuity Management Team / Management Function 2. On-site Response Team
5. Consider whether to declare a crisis or emergency situation	1. Business Continuity Management Team / Management Function 2. Coordinator of the Business Continuity Management Committee
6. Response actions 6.1. Response relating to the building / primary workplace 6.1.1. Contact the fire department to bring the incident under control 6.2. Response relating to personnel 6.2.1. Evacuate personnel from the building as quickly as possible 6.2.2. Coordinate with the nearest hospital to provide first aid and arrange for injured persons to be transported from the incident area 6.2.3. Provide appropriate assistance and support to personnel in other respects, in line with applicable human rights principles	The Business Continuity Plan Team (BCP Team) shall comprise the following functions: 1. Business Continuity Management Team / Management Function 2. On-site Response Function 3. Digital Solutions Function 4. Administration Function 5. Human Resources Function 6. Corporate Communications Function

Business Continuity Management Procedure – Fire Incident	Responsible Party
<p>6.3. Response relating to critical equipment, tools, and information technology</p> <p>6.3.1. Assess damage to information technology systems in order to secure critical data backups and safeguard critical equipment and tools with due care</p> <p>6.4. Response relating to stakeholders</p> <p>6.4.1. Communicate the situation and response measures clearly to stakeholders as soon as possible in order to reduce concern arising from the incident, and provide appropriate support to affected tenants within the scope of measures the Company is able to undertake, in accordance with human rights principles</p> <p>6.5. Response relating to business operations</p> <p>6.5.1. The BCP Team shall consider appropriate response measures to enable business operations to resume as quickly as possible. This may include identifying alternate workplace arrangements where the building or primary workplace has been severely damaged and temporary site management is required, together with considering work-from-home arrangements for departments whose functions can be performed remotely</p> <p>6.6. The Business Continuity Plan Team (BCP Team) shall closely monitor and manage the situation on an ongoing basis until normal conditions are restored</p> <p>6.7. Announce the return to normal operations once the situation has ended</p> <p>6.8. The Business Continuity Plan Team (BCP Team) shall carry out recovery actions to restore normal conditions as quickly as possible and prepare a summary report of the incident and all related damage for submission to the Head of the Business Continuity Management Committee, upon which the process shall be concluded.</p>	

Protests / Demonstrations / Riots

Business Continuity Management Procedure – Protests / Demonstrations / Riots	Responsible Party
1. Verify the incident or review available information to assess the proximity of the protest, demonstration, or riot to the building / primary office, and determine whether the incident is related to the Company.	1. Business Continuity Management Team / Management Function 2. On-site Response Team
2. Assess the level of impact using qualitative criteria: 2.1. Low impact 2.2. Moderate impact 2.3. High impact 2.4. Very high impact	1. Business Continuity Management Team / Management Function 2. On-site Response Team
3. If the incident is assessed to remain at a safe distance and is unlikely to cause harm or disruption to personnel or property, the BCP Team shall continue to monitor the situation closely.	1. Business Continuity Management Team / Management Function 2. On-site Response Team
4. If the incident is assessed as severe, preparations shall be made to consider declaring a crisis or emergency situation.	1. Business Continuity Management Team / Management Function 2. On-site Response Team
5. Response actions 5.1. Response relating to the building / primary workplace 5.1.1. Prepare measures to prevent the protest, demonstration, or riot from approaching the building / primary workplace to the extent that control is lost or violence is caused to personnel or property. 5.1.2. Coordinate with the police to assist in controlling the situation. 5.1.3. Be prepared to close the office and building immediately if the situation is assessed as presenting a high risk to the safety of personnel and property. 5.2. Response relating to personnel 5.2.1. Prepare designated personnel in leadership roles to respond in the event that engagement or negotiation with protesters becomes necessary. 5.2.2. Where the protest, demonstration, or riot is assessed as likely to cause harm to personnel or property, prepare a	The Business Continuity Plan Team (BCP Team) shall comprise the following functions: 1. Business Continuity Management Team / Management Function 2. On-site Response Function 3. Digital Solutions Function 4. Administration Function 5. Human Resources Function 6. Corporate Communications Function

Business Continuity Management Procedure – Protests / Demonstrations / Riots	Responsible Party
<p>plan to relocate personnel to a safe area immediately upon instruction.</p> <p>5.3. Response relating to critical equipment, tools, and information technology</p> <p>5.3.1. Back up the Company’s critical data.</p> <p>5.4. Response relating to stakeholders</p> <p>5.4.1. Communicate the situation and the response measures clearly to stakeholders as soon as possible in order to reduce concern arising from the incident.</p> <p>5.5. Response relating to business operations</p> <p>5.5.1. The BCP Team shall consider appropriate response measures to enable business operations to resume as quickly as possible. This may include identifying alternate workplace arrangements where the building or primary workplace has been severely damaged and temporary site management is required, together with considering work-from-home arrangements for departments whose functions can be performed remotely.</p> <p>5.6. The Business Continuity Plan Team (BCP Team) shall closely monitor and manage the situation on an ongoing basis until normal conditions are restored.</p> <p>5.7. Announce the return to normal operations once the situation has ended.</p> <p>5.8. The Business Continuity Plan Team (BCP Team) shall carry out recovery actions to restore normal conditions as quickly as possible and prepare a summary report of the incident and all related damage for submission to the Head of the Business Continuity Management Committee, upon which the process shall be concluded.</p>	

Prolonged Epidemic / Pandemic Event

Business Continuity Management Procedure – Prolonged Epidemic / Pandemic Event	Responsible Party
<p>1. Where an individual is identified as infected with an epidemic or serious communicable disease, or is suspected of being infected or of posing a risk of transmission:</p> <p>1.1. The BCP Team shall promptly isolate such individual from others as quickly as possible.</p> <p>1.2. The BCP Team shall enquire about the individual’s symptoms in order to assess the severity of the condition, and review the individual’s timeline of activities to identify personnel who may have been exposed to the infection.</p> <p>1.3. The BCP Team shall contact the nearest hospital or the medical facility to which the individual is entitled under the social security scheme in order to arrange for the individual to be transferred from the area and to minimise further transmission of the disease.</p> <p>1.4. The BCP Team shall assess the need to relocate personnel from the area in order to carry out disinfection of the building / primary workplace on the same day that an infected individual is identified on the premises.</p> <p>1.5. The situation shall be announced to all personnel so that they are aware of the incident and can take appropriate precautions in safeguarding their health during the period of heightened epidemic or serious communicable disease risk.</p> <p>1.6. Personnel shall be advised and provided with clear guidance on health protection measures to prevent infection.</p> <p>1.7. Medicines, medical supplies, and other protective equipment shall be prepared and kept readily available, with easy access for personnel to use or request them as necessary.</p> <p>1.8. All personnel shall undergo daily health screening before entering the building / primary workplace.</p> <p>1.9. Where additional infected individuals are identified within a similar timeframe to the first reported case, appropriate work arrangements shall be prepared based on the nature of each department’s activities. Such measures may include identifying</p>	<p>The Business Continuity Plan Team (BCP Team) shall comprise the following functions:</p> <ol style="list-style-type: none"> 1. Business Continuity Management Team / Management Function 2. On-site Response Function 3. Digital Solutions Function 4. Administration Function 5. Human Resources Function 6. Corporate Communications Function

Business Continuity Management Procedure – Prolonged Epidemic / Pandemic Event	Responsible Party
<p>alternate workplace arrangements or implementing rotating work-from-home arrangements until the situation returns to a safe level.</p> <p>1.10. The Business Continuity Plan Team (BCP Team) shall closely monitor and manage the situation on an ongoing basis until the situation is considered safe.</p> <p>1.11. An announcement shall be made confirming the return to normal operations once the situation has ended.</p> <p>1.12. The Business Continuity Plan Team (BCP Team) shall carry out recovery actions to restore normal conditions as quickly as possible and prepare a summary report of the incident and all related damage for submission to the Head of the Business Continuity Management Committee, upon which the process shall be concluded.</p>	

Earthquake Incident

Business Continuity Management Procedure – Earthquake Incident	Responsible Party
1. Inspect the affected area once the situation has stabilised in order to assess the severity of the earthquake.	1. Business Continuity Management Team / Management Function 2. On-site Response Team
2. Assess the level of impact using qualitative criteria: 2.1. Low impact (no structural damage; premises remain usable) 2.2. Moderate impact (some areas are damaged and must be cordoned off) 2.3. High impact (the building is significantly damaged and full evacuation is required) 2.4. Very high impact (building collapse and multiple injuries)	1. Business Continuity Management Team / Management Function 2. On-site Response Team
3. Secure and control the affected area for safety purposes, for example by restricting access to hazardous zones or buildings at risk of further collapse, in order to prevent additional injuries.	1. On-site Response Team

Business Continuity Management Procedure – Earthquake Incident	Responsible Party
4. Contact rescue services and building safety authorities to provide assistance where the situation is severe and has caused widespread impact.	1. On-site Response Team
5. Consider whether to declare a crisis or emergency situation.	1. Business Continuity Management Team / Management Function 2. On-site Response Team
<p>6. Response actions</p> <p>6.1. Response relating to the building / primary workplace</p> <p>6.1.1. Inspect the building structure in coordination with a safety engineer</p> <p>6.1.2. Immediately cordon off any hazardous areas</p> <p>6.2. Response relating to personnel</p> <p>6.2.1. Evacuate personnel from the building as quickly as possible</p> <p>6.2.2. Coordinate with the nearest hospital to provide first aid and arrange for injured persons to be transported from the affected area</p> <p>6.2.3. Provide appropriate assistance and support to personnel in other respects, in line with applicable human rights principles</p> <p>6.3. Response relating to critical equipment, tools, and information technology</p> <p>6.3.1. Assess damage to information technology systems in order to secure critical data backups and safeguard critical equipment and tools with due care.</p> <p>6.4. Response relating to stakeholders</p> <p>6.4.1. Communicate the situation and the response measures clearly to stakeholders as soon as possible in order to reduce concern arising from the incident.</p> <p>6.5. Response relating to business operations</p> <p>6.5.1. The BCP Team shall consider appropriate response measures to enable business operations to resume as quickly as possible. This may include identifying alternate workplace arrangements where the building or primary workplace has been severely damaged and temporary site management is required, together with considering work-</p>	<p>The Business Continuity Plan Team (BCP Team) shall comprise the following functions:</p> <p>1. Business Continuity Management Team / Management Function</p> <p>2. On-site Response Function</p> <p>3. Digital Solutions Function</p> <p>4. Administration Function</p> <p>5. Human Resources Function</p> <p>6. Corporate Communications Function</p>

Business Continuity Management Procedure – Earthquake Incident	Responsible Party
<p>from-home arrangements for departments whose functions can be performed remotely.</p> <p>6.6. The Business Continuity Plan Team (BCP Team) shall closely monitor and manage the situation on an ongoing basis until normal conditions are restored.</p> <p>6.7. Announce the return to normal operations once the situation has ended.</p> <p>6.8. The Business Continuity Plan Team (BCP Team) shall carry out recovery actions to restore normal conditions as quickly as possible and prepare a summary report of the incident and all related damage for submission to the Head of the Business Continuity Management Committee, upon which the process shall be concluded.</p>	

Appendix A

Emergency Notification Process (Call Tree)

To ensure that this Business Continuity Plan (BCP) can be implemented effectively and efficiently, an Emergency Notification Process (Call Tree) shall be established. The Call Tree is a process for notifying members of the Business Continuity Management Committee and the Business Continuity Management Team of an emergency incident, with the purpose of enabling the organisation to effectively manage and coordinate communication with its personnel following the declaration of an emergency or crisis situation.

The Call Tree process begins with the Head of the Business Continuity Management Committee notifying the Coordinator of the Business Continuity Management Committee of the emergency incident. The coordinator shall then inform the Heads of the Business Continuity Management Teams of the incident and the activation of the Business Continuity Plan. Thereafter, the Business Continuity Management Team of each division, group, or department shall be responsible for notifying personnel under their supervision so that they are informed accordingly. The principles governing the Emergency Notification Process (Call Tree) are as follows:

