



accele·bi

*Monetize your Critical Data Asset
Simplified Integration as a Service [SiaaS]SM*

Business Continuity Plan

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1 Direction and Control

1.1 Business Mission Statement

Deliver capabilities that genuinely matter for business agility by becoming a mature champion goto partner for our customers, business associates, and employees.

1.2 Business Continuity Policy

The purpose of the business continuity policy is to maintain business functions in an emergency. The policy applies to its subsidiaries, all locations, and all employees.

In an emergency, the Emergency Management Group will be responsible for declaring emergencies, evacuating or shutting down facilities as necessary, and contacting employees. The Emergency Management Group will be led by the Incident Commander and operate out of the designated Emergency Operations Center.

The Emergency Management Group has the authority to identify critical business functions impacted by the emergency and initiate recovering each process in the order laid out in the Business Continuity Plan.

The Business Continuity Plan is enacted to ensure continued business activity in an emergency and ensure the safety of all employees. Failure to comply with the Business Continuity Plan or any directives issued by the Emergency Management Group may result in verbal reprimands, official write-ups, and termination, as deemed appropriate.

1.3 Emergency Management Group

The Emergency Management Group controls all technical aspects of emergency response.

The Incident Commander will lead the group. Members of this group (and only these designated members) have the authority to:

- Order facility shutdown
- Initiate evacuation of employees and customers
- Declare that an incident has ended
- Communicate with the media
- Initiate the emergency response phone tree

The following employees comprise the Emergency Management Group:

- VP Business Development
- VP Operations
- Account Manager

If these individuals are not available, the following employees may serve as alternate members of the Emergency Management Group:

- Manager Business Development (Any group)
- Manager Operations (Any group)

1.4 Incident Commander

The Incident Commander is responsible for communicating with internal and external resources in an emergency. This individual has the authority to declare an emergency, shut down company facilities, and share with the media.

- The account manager will perform the role of the Incident Commander.

If the Account Manager is not available, the available supervisor shall serve as the Incident Commander.

1.5 Incident Commander Workflow

In the aftermath of an emergency, immediately take the following steps to resume operations:

- Organize a recovery team and list your business' top priorities for resuming operations.
- Ensure personnel safety on the property by evaluating any remaining hazards and controlling security at the incident scene.
- Conduct an employee briefing.
- Maintain detailed records. Record all decision-making and videotape or photograph the damage.
- Account for all damage-related costs by establishing charge codes for purchases and repair work.
- Follow your notification procedures. Notify employees' families about on-duty personnel, notify off-duty personnel about their work status, and alert insurance carriers and appropriate government agencies.
- Protect undamaged property by closing building entrances and exits, restoring sprinkler systems, re-establishing power, guarding property against moisture, and removing smoke, water, and general debris.
- Coordinate your restoration actions with appropriate government agencies.
- Regulate salvage operations by segregating damaged property from undamaged property and retaining damaged goods until an insurance adjuster can view them. However, you should move material outside if it impedes traffic and withstands exposure to the elements.
- Perform an inventory count on damaged goods with an adjuster or the adjuster's salvor. Obtain a signed inventory listing the quantity and type of goods if you release any to the salvor.
- Restore Equipment and property. Do not undertake major repair work without consulting the insurance adjuster and appropriate government agencies.
- Assess the value of any damaged property and the financial impact of business interruption.
- Maintain constant contact with customers and suppliers to instill confidence.

1.6 Emergency Operations Center

The accel bi will designate two Emergency Operations Centers. These centers will serve as a centralized location where the Emergency Management Group can gather in an emergency. The primary center will be on campus, and the secondary center will be located off-campus. The Emergency Management Group will use the secondary center if the primary center cannot be utilized. These centers will be as per the property owner's lease.

Both locations will be stocked with the following resources:

- Staff cellphones
- Individual cellphone chargers
- Blueprint of the facility wherever applicable
- Map of the surrounding area wherever possible
- Chain of command list and contact information
- Security information for the building, including the alarm code and activation/deactivation procedures as per property owners' guidelines.
- Phone tree for contacting employees

Access to the primary and secondary Emergency Operations Centers is limited to the Emergency Management Group members.

- The Incident Commander and the Operations Manager will have keys to each facility.
- The primary emergency operations center is located here: <Updated based on the lease facility, customer facility emergency plan>
- The secondary emergency operations center is based on the emergency commander's most feasible location, based on the leased facility or customer location.

2 Communication

2.1 Emergency Communications

Understand the importance of clear communication in an emergency.

The Emergency Operations Center will be stocked with cell phones and laptops and equipped with wireless internet. It will be provided with a backup generator to ensure Internet access even if the power goes out.

2.2 Notification

Accel bi account manager will ensure that all employees know the proper notification procedures for various scenarios.

Employees should report an emergency by contacting VP Operations. If VP Operations is not available, employees should contact VP Business Development or President.

To aid employees in their notification efforts, will post emergency telephone numbers O365 account and provide the emergency contact list of employees from HR.

Each employee monitors the local radio/weather report if bad weather approaches.

In the event of an emergency that requires a facility-wide evacuation, will send out the following announcement to all employees:

Due to a developing emergency, asks you to exit the building please calmly and reconvene at our designated meeting point located at <Address>. Bring with you only what is necessary, such as medication or clothing for inclement weather. Assist your co-workers in assuring that your building area is evacuated and that everyone is calmly heading for the company meeting spot. We will release more information at that time.

Thank you.

Account Manager, accel bi

2.3 Warning

The company relies on the warning of property owners to alert all employees: Such warnings will be provided during periodical emergency drills as per the property or customer standard process.

In the case of work-from-home situations, each employee should ensure that they have tested and informed about the warning sounds and visual warning signs as deemed necessary.

When customers or other visitors are also in the building when a warning is issued, employees should ensure everyone evacuates safely as per building operations guidelines.

2.4 Confidentiality Requirements

Each employee must follow accel bi and customer confidentiality requirements described in the employee and contract task orders.

2.5 Utility Provider Information

Based on the Facility location where employees are working, the account manager will maintain the Utility Provider Information.

2.6 Suppliers and Equipment Providers

Based on the Facility location where employees are working, the account manager will maintain the Supplier and equipment provider information.

3 Life Safety

3.1 Evacuation Planning

In the event of an emergency that requires a facility-wide evacuation, will send the following announcement to all employees:

Due to a developing emergency, asks you to please calmly exit the building and reconvene at our designated meeting point located at <Primary evacuation location address>. Bring with you only what is necessary, such as medication or clothing for inclement weather. Assist your co-workers in assuring that your building area is wholly evacuated and that everyone is calmly heading for the company meeting spot. We will release more information at that time. Thank you.

Emergency exits will be marked with Exit signage to attract attention and guide evacuating employees.

Employees are required to exit the building through designated evacuation routes when at all possible. Primary and secondary evacuation routes are marked with <Exit signage details>. Emergency lighting will illuminate exits if power fails.

If customers or other visitors are also in the building when a warning is issued, they should be guided to evacuate along with employees to <Address>.

3.2 Assembly and Accountability

Following the declaration of a facility evacuation, employees should meet at <Address> to account for all personnel after the evacuation. All employees must sign in via paper logs or email the Emergency Management Group upon arrival at the evacuation location.

The names and last-known personnel locations not accounted for should be determined and given to the Emergency Management Group to contact those employees. After two hours, the Emergency Management Group will alert local authorities about any personnel still not accounted for.

Further evacuation will be required if the incident expands.

Any customers, vendors, or other visitors evacuated from the facility with employees will be asked to sign in and out before departing the assembly area.

3.3 Shelter

In severe weather, employees should report to designated shelter areas. Shelter areas are indicated on facility maps posted on the back of each facility entrance.

Employees located off-site are encouraged to take shelter in a manner appropriate to the type of emergency.

They should check in with a direct supervisor as soon as safe.

3.4 Employee Training

All our employees will be thoroughly trained on emergency evacuation and business restoration procedures. Specifically,

- All employees will review disaster preparation and emergency action plan procedures with department heads.
- New employees will be introduced to emergency action plans during employee orientation.
- Mock disaster training will be conducted annually and involve local police and fire authorities based on leased facilities guidelines.
- Quarterly training will involve all the following drills and culminate in full-scale mock disaster training.
- Walkthrough drills: The business continuity planning team, department heads, and recovery teams will perform their emergency response functions.

- **Functional drills:** These drills will test specific functions such as medical response, emergency notifications, warning and communication procedures, and Equipment, though not necessarily at the same time. Personnel is asked to evaluate the systems and identify problem areas. Facility shutdown procedures will be tested, reviewed, and modified as needed.
- **Evacuation drills:** Personnel walks the evacuation route to a designated area where procedures are tested for accounting for all personnel. Participants are asked to make notes as they go along on what might become a hazard during an emergency, such as stairways cluttered with debris and smoke in the hallways. Plans are to be modified accordingly, and problem areas will be corrected as soon as possible.
- **Full-scale exercises:** A real-life emergency is simulated as closely as possible. These exercises involve company emergency response personnel, employees and management, and community response organizations.

4 Property Protection

Protection Systems

The following protection systems are in place:

Fire Protection System

- Fire Alarm System Tested Quarterly
- Fire Sensors, Smoke detectors
- Carbon Monoxide Alarms

Automatic Shutoffs

- Electricity connection Shutoffs
- Gas line Shutoffs

Emergency Power Generation Systems

- Battery backup for Server
- Battery operated lights
- Batteries are replaced once a year on battery change day. Equipment is tested during the fire drill

4.1 Mitigation

Upon review of the vulnerability analysis and risk assessment, the following steps should be taken to mitigate the chances of an emergency evacuation occurring:

Fire Hazards

- Fire safety information will be distributed to employees: how to prevent fires in the workplace, how to contain a fire, how to evacuate the facility, and where to report a fire.
- Maps of evacuation routes will be posted in prominent places.
- Smoke detectors will be checked for proper operation once per month, and batteries

will be replaced every six months.

Facility Shutdown

The Emergency Management Group controls all technical aspects of emergency response and is the only group to declare a facility shutdown.

The Emergency Management Group will declare a facility shutdown and enact the procedures recommended by the facility provider. Before announcing facility shutdown, the Emergency Management Group will investigate all options for reducing production or staffing to fit the demands of the current emergency if output reduction or staffing is not advantageous to operations or insufficient to ensure employee or community safety.

4.2 Records Preservation

All data and systems shall be preserved at facilities per cloud services vendors' DR plan.

It will be available for 24-hour access and retrieval and be protected by: security, fire suppression, water detectors, heating, air, and ventilation.

The accel bi will have access to the backup site facility within eight after notification, and guaranteed occupancy shall be at least six months.

This storage facility will be reviewed for effectiveness during the contract renewal process.

The off-site storage process will include but is not limited to the following. All files vital to the operations of accel bi will be stored at this backup site.

- Backup storage – weekly backup tapes of ALL DISK FILES, including servers and PCs (mandatory and with at least two generations)
- The system, program product, and in-house developed software manuals and guides
- Legal – copies of contracts, leases, legal and critical correspondences
- Insurance – policies, riders, and addendums
- Financial – general and private ledgers, year-end financial statements, tax returns, bank records
- Recovery plans – a complete set
- Assets – complete fixed asset listings
- Referenced items – copies of any item referenced within your recovery team plans
- Other crucial documents or data critical to the operation of the business

5 Recovery and Restoration

5.1 Procurement, Logistics, and Distribution

Procurement, logistics, and distribution are the activities associated with obtaining and storing inputs and storing and transporting finished services to customers. This can include sourcing services, purchasing those from suppliers, and transporting your dead services to customers.

The following functions encompass all procurement, logistics, and distribution functions. The List is prioritized with the most critical functions listed first.

1. Procurement Function (Payments and Receivables)
2. Delivery Process
3. Account Project Management Procurement Process
4. Customer Management Process
5. Establish Publisher Process

5.2 Operations

Operations are those activities associated with transforming inputs into final services. This can include processing, refining, and delivering your services.

The following functions encompass all functions related to operations.

1. Account Project Management Communications
2. Account Project Risk Management
3. Compensation Management Process
4. Accounts Payable
5. Account Receivables

5.3 Service Development

Product or service development is associated with bringing a new, improved, or redesigned service to market. This can include research, marketing analysis, design, and engineering.

The following functions encompass all functions related to product or service development.

1. Transition to operations
2. Contract Management
3. Contract Acceptance
4. Proposal Process

5.4 Marketing, Sales and Customer Accounts

Marketing, sales, and customer accounts are three activities that inform existing or potential buyers.

This can include a promotion, advertising, telemarketing, selling, and retail management.

The following functions encompass all functions related to marketing, sales, and customer accounts. The List is prioritized with the most critical functions listed first.

1. Capture Process
2. Established Publisher Process
3. Control of documented information

5.5 Customer and After-sales Services

Customer and after-sales services are the activities provided to customers after they purchase your goods or services. This can include training and customer support for guarantees and warranties.

The following functions encompass all functions related to customer and after-sales services.

1. Contract Management
2. Delivery Process
3. Compliance Management

5.6 General Management and Firm Infrastructure

General management and firm infrastructure are the activities associated with corporate governance. This can include accounting, building services, management, and administrative support. The following functions encompass all functions related to general management and firm infrastructure.

1. ISMS Risk Management Process
2. Project Management
3. Capture Management
4. Process of Internal Audit
5. Project Closure

5.7 Human Resource Management

Human resource management is the activity associated with managing your employees. This can include recruiting, hiring, training, compensating, and dismissing personnel. The following functions encompass all functions related to human resource management.

1. Compensation Management Process
2. Talent Empowerment Process
3. Productivity management Process
4. Rewards Management Process
5. Talent Acquisition Process
6. Onboarding Process
7. Separation Process

5.8 Technology and Process Development

Technology and process development are the activities associated with technical knowledge and maintenance. This can include automating, designing, or redesigning Equipment, software, and procedures. The following functions encompass all functions related to technology and process development.

1. Incident Handling & CA/PA Process
2. Control of Documented Information
3. Process of Internal Audit

6 Implementation and Maintenance

6.1 Integrate the Plan into Company Operations

The accel bi will educate all new hires and existing employees about the importance of continuity planning. Details of the plan will be stored in a public place, accessible to all employees upon demand. Company-wide review of emergency

operations will be conducted annually, and the plan is significantly modified at any time.

Pledges to the following for our staff:

- Provide a safe working environment
- Implement emergency alerts in the event of a disaster
- Conduct a damage assessment to decide the best response and recovery plan possible
- If a shutdown occurs, provide employees with aid and resources to best accommodate losses incurred
- Build upon agreed strategies to restore business operations
- Provide backup storage for data
- Communicate all procedures in the event of an emergency shutdown

6.2 Conduct Drills and Exercises

The following timeline indicates when training and drills for employees will take place.

Drill Type	Occurrence time frame
Management Orientation Review	End of the first calendar quarter
Employee Orientation	Onboarding and Yearly performance review
Contractor Orientation	Onboarding
Management Tabletop Exercise	End of the first calendar quarter
Response Team Tabletop Exercise	End of the second calendar quarter
Walkthrough Drill	End of the first calendar quarter
Functional Drills	End of the second calendar quarter
Evacuation Drill	End of the third calendar quarter
Full-scale Exercise	End of the third calendar quarter

6.3 Train Employees

All employees must actively follow this policy for their health and well-being. The accel bi encourages its employees to proactively identify potential hazards by promptly reporting them to their supervisors.

New hire and periodic employee training will be offered. All employees must participate in actively identifying training needs and program development. Programs will consist of education sessions, drills, and exercises. General training for all employees will address:

- Individual roles and responsibilities
- Information about threats, hazards, and protective actions
- Notification, warning, and communication procedures
- Means for locating family members in an emergency
- Emergency response procedures
- Evacuation, shelter, and accountability procedures
- Location and use of standard emergency equipment

- Emergency shutdown procedures

Business continuity planning requires unique risk management controls. Risks associated with emergency evacuation and a subsequent shutdown can be minimized if users take basic safety precautions.

Employees will be taught to:

- Familiarize themselves with the emergency evacuation plan
- Know the pathway to at least two alternative exits from every room or area at the workplace
- Recognize the sounds or signaling method of the fire and evacuation alarms
- Know whom to contact in an emergency and how to contact them
- Know how many desks or cubicles are between a workstation and two of the nearest exits to facilitate escape in the dark, if necessary
- Know where the fire and evacuation alarms are located and how to use them
- Report any damaged or malfunctioning safety systems and backup systems
- Opportunities to practice these skills will be provided at least annually.
- Members of the Emergency Management Team and Incident Commander will receive additional training.

6.4 Annual Plan Audit

A formal audit of this business continuity plan will be conducted annually, and evaluation and modification after each training exercise, emergency, changes in personnel responsibilities, changes in facility layout or design, and changes in policies or procedures. Personnel will be briefed every time changes or modifications have been made to the plan.

The employee who conducts the plan audit will provide the risk manager with a signed and dated copy of the plan with notes regarding necessary modifications. Upon review, the plan will be updated online. Three copies will be printed. One will reside on company premises; the other two will be stored at the primary and secondary Emergency Operations Centers.

7 Appendix Business Impact Analysis

Business Impact – All Operations are standstill.

Business Function: All	Recovery Time Objective: Within 2 to 48 clock hours from the incident, based on the severity of the incident
Business Categories: <ul style="list-style-type: none"> • Operations. • Product or Service Development • Marketing, Sales and Customer Accounts • General Management and Firm Infrastructure • Human Resource Management • Technology and Process Development 	
Departments Impacted: All	Key Personnel: <ul style="list-style-type: none"> • All Key Personnel as per contract requirements. • Management accel bi: CISO, Account Managers, VPB, VPO
Lost Sales and Income: Not Disclosed One week estimate: Not Disclosed One month estimate: Not Disclosed	Regulatory Fines: Not applicable
	Contractual Penalties: Not applicable
Short-term Recovery Plans: The Cloud vendor contract will recover data and equipment loss. Damaged Equipment shall be replaced by an equipment maintenance contract within the recovery time.	
Long-term Recovery Plans: The Cloud vendor contract will recover data and equipment loss. Damaged Equipment shall be replaced by an equipment maintenance contract within the recovery time.	