



BUSINESS CONTINUITY POLICY DOCUMENT

Signed & Dated

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1. INTRODUCTION

SoftSkan Limited is committed to providing the best possible experience to its customers and the best possible relationships with employees, shareholders and suppliers. To ensure the consistent availability and delivery of its products and services, SoftSkan Limited has developed the following business continuity and disaster recovery (BC/DR) policy in support of a comprehensive program for BC, DR and overall business survivability.

SoftSkan Limited, like any other firm, is exposed to potential risks that could disrupt or destroy critical business functions and/or the production and delivery of Company goods and services. Our strategy for continuing business in the event of an incident is to ensure the safety and security of all employees; and to continue critical business functions, production and delivery of products and services from predefined alternative sites.

2. PURPOSE AND SCOPE

The purpose of the BC/DR policy is to ensure that all Company business activities can be kept at normal or near-normal performance following an incident that has the potential to disrupt or destroy the Company.

3. STATEMENT OF POLICY

Each department in the Company is responsible for preparing current and comprehensive business continuity plans (BCP) for its operations. Certain departments, such as Information Management and Technology (IM&T), are also responsible for disaster recovery plans (DRP) to ensure that any damage or disruptions to critical assets can be quickly minimized and that these assets can be restored to normal or near-normal operation as quickly as possible. Roles within the company that directly affect clients/customers' Service Level Agreement (SLA) must have a shadow personnel in addition to the regular personnel that is on the role. The shadow personnel could be a staff on another role or a contractor/agency staff. Each shadow personnel is required to have sufficient understanding of the tasks and processes managed by the role so they can hold the forth in the event of the absence or inability of the role holder to perform their duties as required.

When a plan is completed, approved and implemented, each plan will include procedures and support agreements which ensure on-time availability and delivery of required products and services. Each plan must be certified annually with the business continuity policy compliance process through the corporate management liaison responsible for BC/DR.

SoftSkan Limited recognizes the importance of an active and fully supported BC/DR program to ensure the safety, health and continued availability of employment of its employees and the production and delivery of quality addition services for customers and other stakeholders. SoftSkan Limited requires the commitment of each employee, department and vendor in support of the activities required to protect Company assets, mission and survivability.

4. POLICY LEADERSHIP

The company secretary is designated as the corporate management liaison responsible for the BC/DR program. Resolution of issues in the development of, or support of, all BC/DR plans and associated activities should first be coordinated with the company secretary and appropriate internal or external organizations before submitting to the corporate management liaison. The issue resolution process is defined in the following section.

5. VERIFICATION OF POLICY COMPLIANCE

BC/DR compliance verification is managed by the company secretary's office with support from other relevant internal departments. Each plan must define appropriate procedures, staffing, tools and workplace planning activities necessary to meet compliance requirements.

BC/DR Compliance Verification is required annually and is facilitated by the company secretary. Waivers for temporary compliance verification may be given if a detailed written waiver request issued by the department manager is approved by the corporate management liaison and by the relevant client/customer in cases where a client/customer's service level agreement or contract with the client/customer could be negatively affected. Maximum delay for compliance is one year from the original date of compliance.

6. PENALTIES FOR NON-COMPLIANCE

In situations where a Company department does not comply with the BC/DR policy, the BC/DR corporate management liaison will prepare a brief stating the case for non-compliance and present it to the departmental head for resolution. Failure to comply with BC/DR policies within the allotted time for resolution may result in verbal reprimands, notes in personnel files, termination and other remedies as deemed appropriate.