
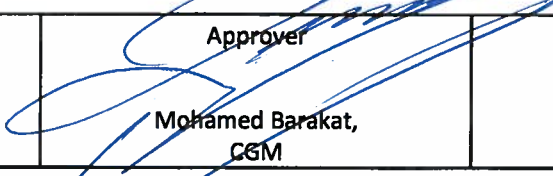


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## EXECUTIVE OVERVIEW


SMSA Business Continuity Plan provides guidance to its management to continue and restore their activities and duties in the event of a disruption to daily operations. This document establishes procedures and processes to maintain operational continuity based on three types of disruptions that could occur individually or in any combination: Loss of facilities access (e.g., following a fire, sudden storm, or flooding); Loss of services due to a reduction in workforce (e.g., pandemics, civil disorders etc.); Loss of services due to equipment and systems failures (e.g., IT Servers & Security failures, facility's electrical supply failures etc.).

## SCOPE & OBJECTIVES

SMSA Business Continuity Plans (BCPs) ensures that stakeholders are able to rapidly resume performing their departmental duties which support the organization's mission, comply with legal requirements, and support life-safety at all times when incidents occur. This includes natural disasters, technological and man-made incidents.

Our objective is to facilitate the resumption of critical operations, functions, and technology in a timely and organized manner to ensure the safety and well-being of employees, customers, and guests.

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## **BUSINESS CONTINUITY POLICY STATEMENT**


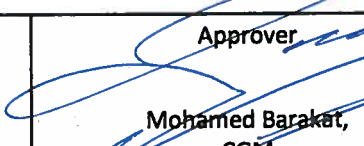

SMSA recognizes its responsibilities to operate and maintain its business continuity program both in our facilities as well as external locations where we operate whilst working with our consultants to develop the business continuity program.

- We assess the risks to our operations and understand the impacts of risks
- Manage the identified risks by applying appropriate controls
- Recognize, communicate and respond to incidents in an effective and appropriate manner to minimize impact
- Recover business facilities as quickly as possible, should an incident occur

This policy applies to all SMSA locations we operate in.


All employees of SMSA are committed to the business continuity programs for its continual development and improvement. This policy is reviewed on a regular basis.

Hussien Hashem  
SMSA CEO

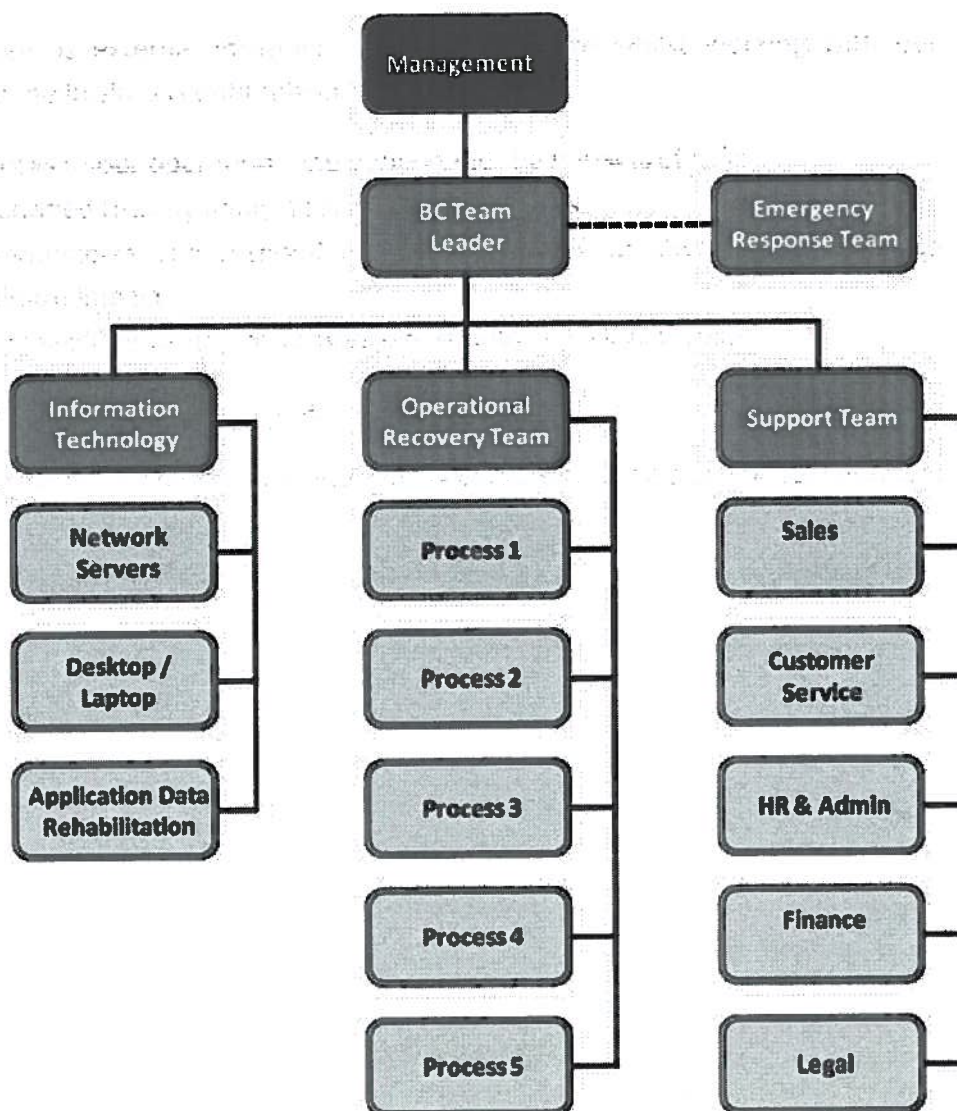
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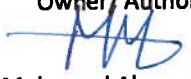


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## I. BCM Structure



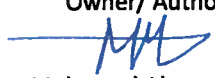
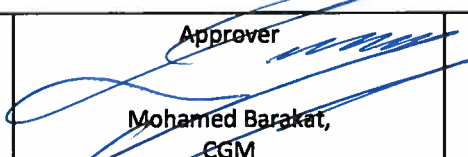

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## II. Roles, Responsibilities & Authorities

Below table shows all the roles and responsibilities for all staff who will be involved in the Business continuity plan when an incident happens:

<b>MANAGEMENT</b>	COUNTRY GENERAL MANAGER
<b>BC TEAM LEADER</b>	OPERATIONS MANAGER
<b>EMERGENCY RESPONSE TEAM</b>	HUMAN RESOURCES STAFF
<b>SUPPORT TEAM</b>	ALL DEPARTMENTS MANAGERS
<b>INFORMATION TECHNOLOGY</b>	IT Helpdesk Supervisor


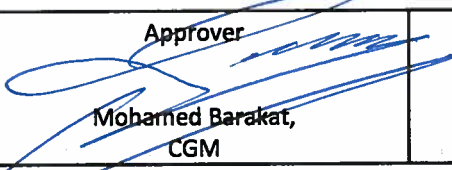

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### III. Business Impact Analysis (BIA) & Risk Assessment




INFRASTRUCTURE RISKS			
INCIDENT/ DISRUPTION	IT SERVERS FAILURE	NATURAL DISASTERS & FIRE	LICENSE & AUTHORITIES APPROVALS
FINANCIAL	<500,000 EGP	>500,000 EGP	>500,000 EGP
OPERATIONAL	Interruption of accessing trackers and PCs.	The warehouse can't be used anymore for operational activities.	Business activities will be on hold.
LEGAL/ REGULATORY	SMSA might lose tracking of important legal documents.	Major authorities' investigation on the root cause which might lead to fines.	Major authorities' investigation & fines.
REPUTATION	Customers will lose track of their shipments. Complaints will increase by phone calls and social media.	Social media and News platforms interference.	Social media and News platforms interference.
CONTRACTUAL OBLIGATION	Customers' contracts with SMSA might be terminated.	Customers' contracts with SMSA might be terminated.	Customers' contracts with SMSA might be terminated.
PEOPLE	Employees will not be able to perform their duties without PCs or trackers.	Customers might not feel safe anymore.	Employees might lose their jobs. Customers might not feel safe anymore.
INFRASTRUCTURE	The Warehouse will not be a feasible place to work. This is due to the unavailability of PCs, CCTV & trackers.	Huge costs on renovation and buying equipment.	Huge costs on leased locations and equipment.
RISK RATING	MEDIUM	LOW	HIGH
RISK Treatment	Mitigate	Mitigate	Mitigate
UNMITIGATED ACCEPTABLE RISK	No	No	No
LOCATION	Throughout EGYPT	Throughout EGYPT	Throughout EGYPT

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RECOVERY PLAN FOR INFRASTRUCTURE RISKS			
INCIDENT/ DISRUPTION	IT SERVERS FAILURE & CYBER ATTACKS	NATURAL DISASTERS & FIRE	LICENSE & AUTHORITIES APPROVALS
MTPD (MAX. TOLERABLE PERIOD OF DISRUPTION)	Within 24 Hours ( 1 Business Day )	3 Months	1 Month
RECOVERY TIME OBJECTIVE	Immediate /within 24 Hours ( 1 Business Day )	2 Months	1 Week
CONTACT INFORMATION	IT CGM All Managers Facility In-charge HR QRM	Police/Civil Defense CGM All Managers Facility In-charge HR QRM	IT CGM All Managers Facility In-charge HR QRM
RESOURCES & RESPONSIBILITIES	Available staff shall get in contact with the IT department to resolve the problem. The supervisor and Manager shall probe the incident and submit an incident report to HR/QRM whatever applicable.	Available staff shall call Civil Defense immediately. Police shall probe the incident and submit an incident report to SMSA. SMSA shall take necessary action based on the root cause and submit the incident reports (investigation report on the system) to QRM.	SMSA shall take necessary action to resolve the problem based on the root cause and submit the incident reports to QRM.
INSURANCE COVERAGE	No, backup only	Yes, Insurance is available for all warehouses.	Not Applicable




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RESOURCES RISKS			
INCIDENT/ DISRUPTION	CIVIL DISORDERS	DATA LEAKAGE	PANDEMICS
FINANCIAL	<500,000 EGP	<500,000 EGP	<500,000 EGP
OPERATIONAL	It will interrupt the delivery process & commitments with customers.	It will interrupt the delivery process & commitments with customers.	It will interrupt the delivery process & commitments with customers.
LEGAL/ REGULATORY	Legal data might be leaked.	Legal data might be leaked.	SMSA shall follow all health authorities' Instructions.
REPUTATION	Complaints on social media platforms will have a negative impact on SMSA.	Social media and News platforms interference.	Complaints on social media platforms will have a negative impact on SMSA.
CONTRACTUAL OBLIGATION	Customers' contracts with SMSA might be terminated.	Customers' contracts with SMSA might be terminated.	Customers' contracts with SMSA might be terminated.
PEOPLE	Customers might not feel safe anymore if knew about it.	Customers might not feel safe anymore if knew about it.	Customers complaints might Increase due to non-complying with service levels.
INFRASTRUCTURE	Will affect resource planning and daily planned activities.	Confidential data as part of SMSA's contractual terms might be disclosed and legal implications might occur.	Will affect active planned resources, schedules, Line hauls, and daily activities.
RISK RATING	LOW	HIGH	MEDIUM
RISK Treatment	Avoid	Avoid through IT policies and security systems that protect the data.	Mitigate
UNMITIGATED ACCEPTABLE RISK	NO	NO	NO
LOCATION	Throughout EGYPT	Throughout EGYPT	Throughout EGYPT

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RECOVERY PLAN FOR RESOURCES RISKS			
INCIDENT/ DISRUPTION	CIVIL DISORDERS	DATA LEAKAGE	PANDEMICS
MTPD (MAX. TOLERABLE PERIOD OF DISRUPTION)	1 Month	1 Week	3-6 months
RECOVERY TIME OBJECTIVE	1 Week	1-2 Days	1 Months
CONTACT INFORMATION	CGM Facility In-charge HR QRM All Managers	CGM IT HR QRM All Managers	CGM Facility In-charge HR QRM All Managers
RESOURCES & RESPONSIBILITIES	Available staff shall get in contact with the department's manager to resolve the problem. The supervisor and manager shall probe the incident and submit an incident report to GM/HR/QRM.	Available staff shall get in contact with the department's manager to resolve the problem. The supervisor and manager shall probe the incident and submit an incident report to GM/HR/QRM.	HR shall probe the incident and submit an incident report to GM & QRM whatever applicable. All Staff shall be informed about the necessary actions taken.
INSURANCE COVERAGE	N/A	N/A	Available

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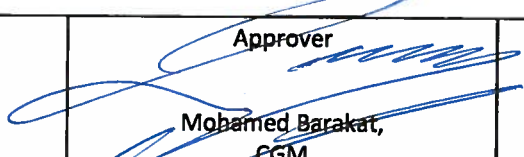

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## Risk – Impact Matrix

SEVERITY	CRITERIA	Financial	Operational	Legal/ Regulatory	Reputation	Contractual Obligation	Resources		LIKELIHOOD			
							People	Infrastructure	Rare:1 May occur at least once in 10 years	Unlikely:2 May occur at least once in 3 years	Probable:3 May occur at least once in a year	Frequent:4 May occur multiple times in a year
SEVERITY	Negligible:1	Tolerable financial loss < EGP 500,000 (USD 26.315)	- Failure of minor operational controls - Negligible impact on customer base (ad hoc/ walk-in customers) - Effectiveness and efficiency of the business is reduced - Minor disruption of business	- Warnings or violations requiring administrative action and minimal penalties - Minor impact to code of ethics/conduct or accepted industry practices	- Local media attention - negligible stakeholder impact	- Notice/ written reprimand &/ or complaint	- First aid or minor injury and/or minor OH&S incident/ issue	- Damage to property & key operational assets that does not affect the business	Low - 1	Low - 2	Medium - 3	Medium - 4
	Marginal:2	Moderate financial loss > EGP 500,000 < EGP 3 million (USD 26.315 < USD 157.900)	- Moderate adverse effect on customer base (minor corporate customers) - Reduced effectiveness and efficiency of a business unit - Moderate delays in provision of services - Moderate disruption in business	- Routine litigations subject to fines or penalties - Subject to minor regulatory proceedings	- Regional media coverage - Moderate stakeholder impact	- Fines or penalties imposed for minor breach/ non-compliance	- Serious injury and/or illness	- Damage to property & key operational assets that have minor effect on the business i.e. delay in the	Low - 2	Medium - 4	Serious - 6	Serious - 8
	Critical:3	Major financial loss > EGP 3 million < EGP 10 million (>USD 800,000 < USD 2,666,666)	- Failure/breach of a fundamental control - Major adverse effect on customer base - Effectiveness & efficiency of SMSA significantly reduced - Failure of projects/ business units to meet customer requirements - Major IT and IT security related incidents - Major disruption in business	- Serious failure to comply with legal or regulatory requirements that may result in fines and/or curbing of business/ suspension/ public admonishment	- National media coverage - Substantial stakeholder impact	- Temporary suspension of contract - Non-renewal of contract	- Multiple serious injuries/ illness and/or major OH&S incident/ issue	- Damage to property & key operational assets that have major effect on the business i.e. failure of a business unit to operate &	Medium - 3	Serious - 6	Serious - 9	High - 12
	Catastrophic:4	Severe financial loss > EGP 10 million (>USD 526.315)	- Failure/ breach of multiple controls that places SMSA in a position where it cannot operate with due care or within acceptable business parameters - Majority of services & critical projects cannot be continued - Loss of critical infrastructure and systems	- Major investigations subject to substantial fines, penalties including criminal charges and/ or cease & desist orders	- International media coverage - Irreparable stakeholder impact	- Cancellation/ termination of contract with subsequent claims, fines, or penalties arising from lawsuits/ litigations	- Death/ disability of personnel, affecting the health, safety & welfare of employees, customers & other	- Damage to property & key operational assets that have severe effect on the business i.e. failure to fully operate & provide	Medium - 4	Serious - 8	High - 12	High - 16

*\*Refer to SMSA GUIDE Database document no. 5628*

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## IV. Business Continuity & Recovery Plan

### 1. INCIDENT: IT SERVERS' FAILURE & CYBER ATTACKS

#### **BUSINESS CONTINUITY ACTION:**

Buy a new server in case the problem can't be resolved.

#### **RECOVERY PLAN:**

- Incident report (Investigation report on a system) documentation.
- Confirm regularly all data are always auto- backed up on time.

### 2. INCIDENT: NATURAL DISASTERS & FIRE

#### **BUSINESS CONTINUITY ACTION:**

- Prepare a plan with engineering for immediate renovation of the warehouse.
- Shift all operational activities to the nearest similar-in size warehouse.

#### **RECOVERY PLAN:**

- Incident report (Investigation report on a system) documentation.
- Employees' awareness of the incident, its root cause and its impact to the company.
- Preparation of corrective and preventive action plans.
- Maintain the Safety of the warehouse with the proper equipment, systems & extinguishers locations.


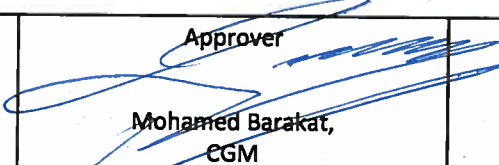

### 3. INCIDENT: LICENSE & AUTHORITIES APPROVALS

#### **BUSINESS CONTINUITY ACTION:**

- Arrange for a meeting with the public relations officer and finance manager to resolve the issue.
- Shift all operational activities to the nearest similar-in size warehouse (if necessary).


#### **RECOVERY PLAN:**

- Incident report documentation.

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- d) Concerned Employees' awareness of the incident, its root cause and its impact to the company.
- e) Preparation of corrective and preventive action plans.
- f) Maintain the proper work processes and policies to avoid similar incidents in the future.

g) **INCIDENT: CIVIL DISORDERS**

**BUSINESS CONTINUITY ACTION:**

Stop all responsible staff and confirm with GM & HR for the replacement process.

**RECOVERY PLAN:**

- a) Incident report (investigation report on a system) documentation.
- b) Confirm regularly all data are always auto- backed up on time.

h) **INCIDENT: DATA LEAKAGE**

**BUSINESS CONTINUITY ACTION:**

Stop all responsible staff and confirm with GM & HR for the replacement process.

**RECOVERY PLAN:**

- a) Incident report (investigation report on a system) documentation.
- b) Confirm regularly all data are always backed up.


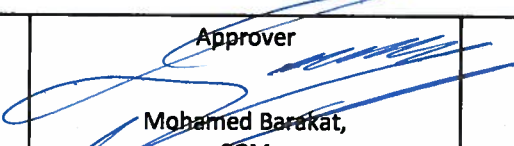

i) **INCIDENT: PANDEMICS**

**BUSINESS CONTINUITY ACTION:**


- a) Remote working alternative schedules.
- b) Medical tests/Self- Isolation when necessary.
- c) Use of personal protection equipment inside the company.

**RECOVERY PLAN:**

- a) Incident report (investigation report on a system) documentation.
- b) Employees' awareness of the incident and its impact to the company.
- c) Vaccinations; when available.

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## V. Activation Criteria & Procedure




When an incident occurs, the BC team leader shall coordinate with emergency response team to contact all the concerned staff through direct calls, emails or SMS messages. The concerned staff shall understand and follow the emergency team instructions as they will be guiding them on the response plan based on the incident.

## VI. Communication & Response Structure


SMSA shall handle and carry out all internal and external communications relevant to the Business Continuity Management System, whilst ensuring the availability of the means of communication during a disruption. All interested parties that will be potentially impacted by an actual or impending disruption shall be alerted.

### INTERNAL COMMUNICATIONS

A documented procedure shall be available for all communication, including what, when, with whom, and how to communicate with employees and their emergency contacts.

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### EMERGENCY CONTACTS


<b>Control Team</b>		
<b>Business Continuity – Prime Responsibility</b>		
Designation	Name	Contact
Country Manager	Mohamed Barakat	+0201033332884
CM Admin & QRM Coordinator	Ahmed Eldeeb	+0201029901069
<b>Operations</b>		
OPS MGR	Mohamed Abusyree	+201033817229
<b>Sales</b>		
Sales Admin	Mohamed Gamal	+201012422250
<b>CS</b>		
CS Team leader	Abdul Rahman	+201033332887
<b>Gateway</b>		
Gateway Supervisor	Sayed Adel	+0201050668236
<b>Finance</b>		
Finance Manager	Ahmed Bakr	+0201033332885
<b>HR &amp; Security</b>		
HR & Admin Manager	Mahmoud Gaballah	+201000072511
<b>Branches (outside Cairo)</b>		
Branches Manager	Yasser Elshafee	+0201030055053
<b>IT</b>		
IT Supervisor	Ahmed Samir	+0201000727506

### **EXTERNAL COMMUNICATIONS**

All external communications relevant to BCMS shall be in accordance to the Media and Public Relations Policy of SMSA. Refer to GUIDE document no. 84, including receiving, documenting, and responding to communications to and from interested parties, such as media and government authorities.

Owner/ Author  Mohamed Abuseryee, Operations Manager	Approver  Mohamed Barakat, CGM	Reviewer  Ahmed Eldeeb, QRM Coordinator
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## VII. Exercise Programme

SMSA shall implement and maintain an exercise and test program annually to validate over time the effectiveness of the business continuity strategies and solutions, or when there are significant changes within SMSA or the context in which it operates.

After the exercise, a formal report is published, that contains the outcomes, recommendations, and actions to implement improvements.

## VIII. Evaluation

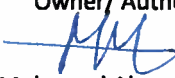


SMSA shall evaluate the suitability, adequacy and effectiveness of the Business Impact Analysis, Risk Assessment, Plans and Procedures, and all relevant documents to the Business Continuity Management System at least once a year, after an incident or activation, and when significant changes occur. All documentation and procedures shall be updated accordingly.

SMSA shall also conduct evaluations of relevant partners and suppliers' business continuity capabilities, and compliance with applicable legal and regulatory requirements, industry best practices, and conformity to the business continuity policy and objectives of the company.

The evaluations may be carried out through reviews, analysis, exercises, tests, post-incident reports, and performance evaluations.

## IX. Distribution List

A digital copy of this Business Continuity Plan is available in SMSA's Quality Management System, GUIDE. Access to this document is limited to the system administrators, authors, plan owners, BCP teams, and the Quality & Risk Management group. All printed copies of this document are considered uncontrolled copies.

Owner/ Author  Mohamed Abuseryee, Operations Manager	Approver  Mohamed Barakat, CGM	Reviewer  Ahmed Eldeeb, QRM Coordinator
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