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|                                                                                   |                                                  | Version        | 3           |
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| Owner/ Author                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Approver                                   | Reviewer                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------|
| Edwin Ramos<br>Lead Auditor QRM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Mohannad M.S. Khayyat<br>Managing Director | Mohammed Altamush Khan<br>Quality & Risk Management |
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## **PLAN OVERVIEW**

### **Scope**

| Owner/ Author                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Approver                                   | Reviewer                                            |
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Scope Business Continuity Plans (BCPs) document the activities and information required to recover operations in the event of a disaster or crisis situation while minimizing the additional service disruption and/or financial losses. BCPs are designed to provide for geographical diversity requirements, workplace recovery, work around procedures and other methods to maximize continuity of business operations in the event of a disruption. The plans must be aligned with the criticality rating as identified in the Business Impact Assessment (BIA) results.

## Guiding Principles

The following principles will serve as an overall guide for managing an incident of significant adverse event:

- The first priority is the safety and security of our employees, contractors, customers, clients, families, and communities. During an incident, addressing physical security and safety, as well as the psychological wellness of those we serve is critical.
- The second priority is the continuity of our businesses and preservation of our brands. This includes consideration of all business assets, whether financial, physical, or knowledge-based owned or entrusted to us.
- The third priority is the restoration and/or replacement of business operations and/or assets lost or damaged during an incident.

## Objectives

The objective of BCP is to direct and guide appropriate actions to assure the capability exists to continue core business functions and activities, and to achieve an orderly recovery from emergency situations across a wide range of potential emergencies or threats, including acts of nature, accidents, technological, and attack-related emergencies.

The objectives of a BCP plan include:

- Identify and document recovery procedures that are implemented in the event of a business disruption.
- Provide for the continuation of the critical business processes over a specific period of time (based on BIA results) yet be able to maintain an acceptable level of service for users of those processes.

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- Identify and protect essential equipment, records, and other assets
- Assess and minimize damage and losses
- Provide organizational and operational stability
- Facilitate decision-making during an emergency
- Achieve an orderly recovery from emergency operations.

## Assumptions

The Business Continuity Plan has been developed and is maintained on the premise that a worst-case interruption could render facilities totally unusable with no salvageable materials. A result of this worst case scenario is that individual business units would be able to recover from a less serious interruption. It is assumed that sufficient staff would be available to implement the recovery plan, and all data files/vital business records are backed up on a regular basis. For the purpose of this plan, a disaster is defined as “Any situation requiring a possible relocation or use of alternate external resources.” An emergency situation is normally of lesser proportions with recovery being accomplished within the damaged site using alternate internal resources.

Since documentation describing the specific nature of the recovery from all potential emergencies/disasters would yield an impractical and unwieldy plan, the plan will assume full relocation/replacement is required for each element described. Anything less than full relocation replacement will be handled using the same guidelines but with efforts and activities on a proportionally reduced scale.

This document provides a high level overview of SMSA’s Business Continuity framework and general approach. Business Continuity arrangements are determined and maintained in accordance with applicable business requirements, operational risks, regulatory obligations, and approved continuity plans. Specific arrangements may therefore differ by country, business unit, function, facility, or service. This document is intended for general reference and does not replace or supersede applicable Business Continuity Plans, procedures, contractual commitments, or other approved operational arrangements.

Customer specific Business Continuity requirements, where applicable, are subject to separate assessment, agreement, and confirmation by the relevant SMSA business and management functions.

## Planning Assumptions

| Owner/ Author                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Approver                                   | Reviewer                                            |
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- Assume a complete loss of a single facility during peak processing periods (exception for buildings that are physically joined).
- Personnel with general knowledge of the critical business and technical functions will be available following a disaster.
- The Recovery Time Objective (RTO) begins from time of disaster, not from the time of declaration. The RTO is defined as “the maximum acceptable length of time that can elapse before the interruption of a business function severely impacts the business.”
- An RTO is based upon the level of projected financial exposure, over time, which is acceptable to senior management.
- The Recovery Point Objective (RPO) is that point in time, preceding the interruption, that data must be available and correct to allow business functions to resume operations, following the interruption. Usually, the recovery point objective is the point synchronized backup data is available. The recovery objective is to minimize the amount of data and/or the number of transactions lost as a result of an interruption. To accomplish this, the recovery point objective should be to resume processing at, or as close as possible to, the point of interruption.
- RTOs vary depending on business and system requirements.
- Plans reflect high-level business functions, but may also refer to detailed processes.
- Vital Business Records – Records containing information essential to a firm’s success or survival and whose loss or inaccessibility could cause significant business interruption and/or monetary exposure. Vital records could be computer data or non-computer related records such as paper documents, forms, microfilm, fiche, etc.
- File Backup – All data files required to recover computer operations are backed up on a regular basis and shipped to offsite storage.

## Policy

As a baseline of the preparedness for the full range of potential emergencies, all departments within SMSA are required to establish and maintain a viable BCP capability, which ensures the performance of their essential functions during any emergency, or situation that may disrupt normal operations. A viable BCP capability identifies essential functions and consists of plans and procedures, alternate facilities, and alternate interoperable communications and data support systems, reinforced by comprehensive training, orientation, and exercise programs. BCP capabilities must be maintained at a high level of readiness, be capable of being activated both with and without warning, achieve

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operational status no later than 2-24 hours after activation, and maintain sustained operations for up to 30 days or until termination.

It is the policy of SMSA to respond quickly at all levels in the event of an emergency or threat, to include human, natural, technological, and other emergencies or threats, in order to continue essential internal operations and to provide support to the operations of client and external organizations.

BCPs must be reviewed and updated based on policy requirements or when significant changes occur. Business process owners or managers must maintain an adequate knowledge of their specific responsibilities for the mitigation, preparedness, response and recovery of activities as identified in their plans.

| Owner/ Author                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Approver                                   | Reviewer                                            |
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## **BUSINESS CONTINUITY POLICY STATEMENT**

SMSA Express 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.

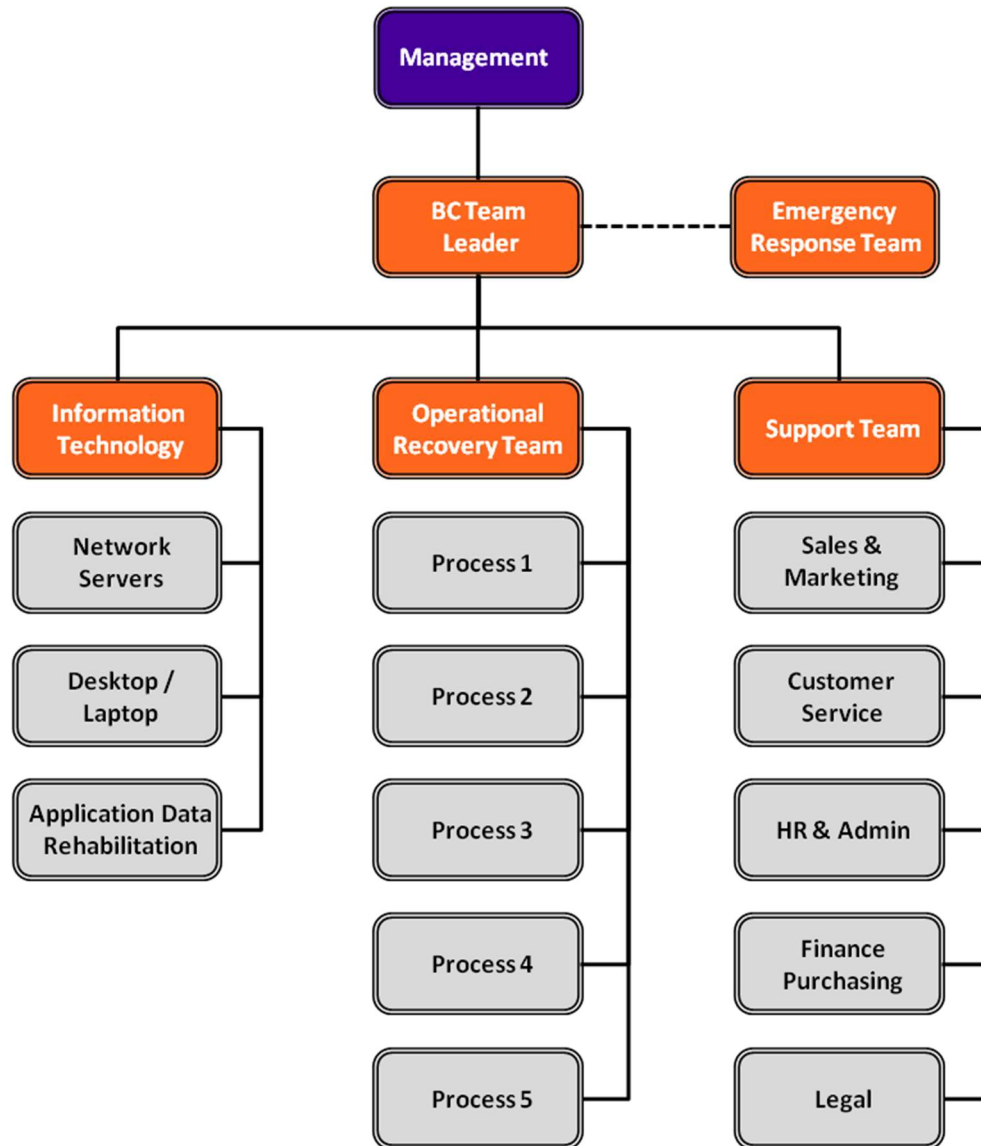
Mohannad M.S. Khayyat  
Managing Director  
(Original Signed)

### **I. BCM Structure**

| Owner/ Author                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Approver                                   | Reviewer                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------|
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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:

| Owner/ Author                   | Approver                                   | Reviewer                                            |
|---------------------------------|--------------------------------------------|-----------------------------------------------------|
| Edwin Ramos<br>Lead Auditor QRM | Mohannad M.S. Khayyat<br>Managing Director | Mohammed Altamush Khan<br>Quality & Risk Management |

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|--------------------------------|-------------------------------------------|
| <b>MANAGEMENT</b>              | Director – Quality & Risk Management      |
| <b>BC TEAM LEADER</b>          | BCM Lead Auditor                          |
| <b>EMERGENCY RESPONSE TEAM</b> | Identified ERT department representatives |
| <b>SUPPORT TEAM</b>            | BCM Support Team                          |
| <b>INFORMATION TECHNOLOGY</b>  | IT Manager                                |

### III. Business Impact Analysis & Risk Assessment

#### INFRASTRUCTURE RISKS

|                             |                                             |                                                                 |                                            |
|-----------------------------|---------------------------------------------|-----------------------------------------------------------------|--------------------------------------------|
| <b>INCIDENT/ DISRUPTION</b> | <b>IT SERVERS FAILURE</b>                   | <b>NATURAL DISASTERS &amp; FIRE</b>                             | <b>LICENSE &amp; AUTHORITIES APPROVALS</b> |
| <b>FINANCIAL</b>            | <500,000 SAR                                | >500,000 SAR                                                    | >500,000 SAR                               |
| <b>OPERATIONAL</b>          | Interruption of accessing trackers and PCs. | The warehouse can't be used anymore for operational activities. | Business activities will be on hold.       |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                            |                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------|
| Owner/ Author                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Approver                                   | Reviewer                                            |
| Edwin Ramos<br>Lead Auditor QRM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Mohannad M.S. Khayyat<br>Managing Director | Mohammed Altamush Khan<br>Quality & Risk Management |
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|------------------------------------|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| <b>LEGAL/ REGULATORY</b>           | SMSA might lose tracking of important legal documents.                                                     | Major authorities' investigation on the root cause which might lead to fines. | Major authorities' investigation & fines.                               |
| <b>REPUTATION</b>                  | Customers will lose tracking on their shipments. Complaints will increase by phone calls and social media. | Social media and News platforms interference.                                 | Social media and News platforms interference.                           |
| <b>CONTRACTUAL OBLIGATION</b>      | Customers' contracts with SMSA might be terminated.                                                        | Customers' contracts with SMSA might be terminated.                           | Customers' contracts with SMSA might be terminated.                     |
| <b>PEOPLE</b>                      | 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. |
| <b>INFRASTRUCTURE</b>              | The Warehouse will not be a feasible place to work. This is due to unavailability of PCs, CCTV & trackers. | Huge costs on renovation and buying equipment.                                | Huge costs on leased locations and equipment.                           |
| <b>RISK RATING</b>                 | <b>MEDIUM</b>                                                                                              | <b>LOW</b>                                                                    | <b>HIGH</b>                                                             |
| <b>RISK Treatment</b>              | Mitigate                                                                                                   | Mitigate                                                                      | Mitigate                                                                |
| <b>UNMITIGATED ACCEPTABLE RISK</b> | No                                                                                                         | No                                                                            | No                                                                      |
| <b>LOCATION</b>                    | Throughout KSA                                                                                             | Throughout KSA                                                                | Throughout KSA                                                          |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                            |                                                     |
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| RECOVERY PLAN FOR INFRASTRUCTURE RISKS                    |                                                                                                                                                                                              |                                                                                                                                                                                                                               |                                                                                                                         |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| INCIDENT/<br>DISRUPTION                                   | IT SERVERS FAILURE & CYBER<br>ATTACKS                                                                                                                                                        | NATURAL DISASTERS &<br>FIRE                                                                                                                                                                                                   | LICENSE & AUTHORITIES<br>APPROVALS                                                                                      |
| <b>MTPD (MAX.<br/>TOLERABLE PERIOD OF<br/>DISRUPTION)</b> | Within 24 Hours<br>( 1 Business Day )                                                                                                                                                        | 3 Months                                                                                                                                                                                                                      | 1 Month                                                                                                                 |
| <b>RECOVERY TIME<br/>OBJECTIVE</b>                        | Immediate /within 24 Hours<br>( 1 Business Day )                                                                                                                                             | 2 Months                                                                                                                                                                                                                      | 1 Week                                                                                                                  |
| <b>CONTACT<br/>INFORMATION</b>                            | IT<br>MD<br>All Dept Heads<br>Facility in-charge<br>HR<br>QRM                                                                                                                                | Police/Civil Defense<br>MD<br>All Dept Heads<br>Facility in-charge<br>HR<br>QRM                                                                                                                                               | IT<br>MD<br>All Dept Heads<br>Facility in-charge<br>HR<br>QRM                                                           |
| <b>RESOURCES &amp;<br/>RESPONSIBILITIES</b>               | Available staff shall get in contact with IT department to resolve the problem. 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 to QRM. | SMSA shall take necessary action to resolve the problem based on the root cause and submit the incident reports to QRM. |
| <b>INSURANCE COVERAGE</b>                                 | No, back up only                                                                                                                                                                             | Yes, Insurance is available for all warehouses.                                                                                                                                                                               | Not Applicable                                                                                                          |

| Owner/ Author                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Approver                                   | Reviewer                                            |
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| RESOURCES RISKS             |                                                                          |                                                                                                              |                                                                                   |
|-----------------------------|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| INCIDENT/ DISRUPTION        | CIVIL DISORDERS                                                          | DATA LEAKAGE                                                                                                 | PANDEMICS                                                                         |
| FINANCIAL                   | <500,000 SAR                                                             | <500,000 SAR                                                                                                 | <500,000 SAR                                                                      |
| 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                  | Complains on social media platforms will have a negative impact on SMSA. | Social media and News platforms interference.                                                                | Complains 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 complains might Increase due to non-complying with service levels.      |
| INFRASTRUCTURE              | Will affect resources 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 KSA                                                           | Throughout KSA                                                                                               | Throughout KSA                                                                    |

| Owner/ Author                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Approver                                   | Reviewer                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------|
| Edwin Ramos<br>Lead Auditor QRM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Mohannad M.S. Khayyat<br>Managing Director | Mohammed Altamush Khan<br>Quality & Risk Management |
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| RECOVERY PLAN FOR RESOURCES RISKS                |                                                                                                                                                                                     |                                                                                                                                                                                     |                                                                                                                                                           |
|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| INCIDENT/<br>DISRUPTION                          | CIVIL DISORDERS                                                                                                                                                                     | DATA LEAKAGE                                                                                                                                                                        | PANDEMICS                                                                                                                                                 |
| MTPD (MAX.<br>TOLERABLE PERIOD<br>OF DISRUPTION) | 1 Month                                                                                                                                                                             | 1 Week                                                                                                                                                                              | 3-6 months                                                                                                                                                |
| RECOVERY TIME<br>OBJECTIVE                       | 1 Week                                                                                                                                                                              | 1-2 Days                                                                                                                                                                            | 1 Months                                                                                                                                                  |
| CONTACT<br>INFORMATION                           | MD<br>Facility in-charge<br>HR<br>QRM<br>All Dept Heads                                                                                                                             | MD<br>IT<br>HR<br>QRM<br>All Dept Heads                                                                                                                                             | MD<br>Facility in-charge<br>HR<br>QRM<br>All Dept Heads                                                                                                   |
| RESOURCES &<br>RESPONSIBILITIES                  | Available staff shall get in contact with the department's manager to resolve the problem. Supervisor, 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. Supervisor, 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<br>COVERAGE                            | N/A                                                                                                                                                                                 | N/A                                                                                                                                                                                 | Available                                                                                                                                                 |

| Owner/ Author                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Approver                                   | Reviewer                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------|
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## Risk – Impact Matrix

| SEVERITY | CRITERIA       | Financial                                                                        | Operational                                                                                                                                                                                                                                                                                     | Legal/<br>Regulatory                                                                                                                                  | Reputation                                                     | Contractual<br>Obligation                                                                                           | Resources                                                                                                           |                                                                                                                                                                             | LIKELIHOOD                          |                                    |                                   |                                    |
|----------|----------------|----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|------------------------------------|-----------------------------------|------------------------------------|
|          |                |                                                                                  |                                                                                                                                                                                                                                                                                                 |                                                                                                                                                       |                                                                |                                                                                                                     | People                                                                                                              | Infrastructure                                                                                                                                                              | Rare:1                              | Unlikely:2                         | Probable:3                        | Frequent:4                         |
|          |                |                                                                                  |                                                                                                                                                                                                                                                                                                 |                                                                                                                                                       |                                                                |                                                                                                                     |                                                                                                                     |                                                                                                                                                                             | May occur at least once in 10 years | May occur at least once in 3 years | May occur at least once in a year | May occur multiple times in a year |
|          | Negligible:1   | Tolerable financial loss (\$AR500,000 - USD133,333)                              | Failure of minor operational controls<br>Negligible impact on customer base (advice, walk-in customers)<br>Effectiveness and efficiency of the business is reduced<br>Minor disruption of business                                                                                              | Warnings or violations requiring administrative action and minimal penalties<br>Minor impact to code of ethics/conduct or accepted industry practices | Local media attention<br>Negligible stakeholder impact         | Notice / written reprimand / or complaint                                                                           | First aid or minor injury and/or minor OHSW 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 (\$AR500,000 - SAR3 million - USD133,333 - USD500,000)   | Moderate adverse effect on customer base (minor corporate customers)<br>Reduced effectiveness and efficiency of a business unit<br>Moderate delays in provision of services<br>Moderate disruption in business                                                                                  | Routine litigation subject to fines or penalties<br>Subject to minor regulatory proceedings                                                           | Regional media coverage<br>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 provision of services                                                   | Low - 2                             | Medium - 4                         | Serious - 6                       | Serious - 8                        |
|          | Critical:3     | Major financial loss (\$AR3 million - SAR10 million - USD500,000 - USD2,000,000) | Failure/breach of a fundamental control<br>Major adverse effect on customer base<br>Effectiveness & efficiency of SMSA significantly reduced<br>Failure of projects/ business units to meet customer requirements<br>Major IT and IT security related incidents<br>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<br>Substantial stakeholder impact      | Temporary suspension of contract<br>Non-renewal of contract                                                         | Multiple serious injuries/ illness and/or major OHSW incident/ issue                                                | Damage to property, key operational assets that have major effect on the business i.e. failure of a business unit to operate & provide service to customers                 | Medium - 3                          | Serious - 6                        | Serious - 9                       | High - 12                          |
|          | Catastrophic:4 | Severe financial loss (\$AR10 million - USD2,000,000)                            | Failure/breach of multiple controls that places SMSA in a position where it cannot operate with due care or within acceptable business parameters<br>Majority of services & critical projects cannot be continued<br>Loss of critical infrastructure and systems                                | Major investigations subject to substantial fines, penalties including criminal charges and/or cease & desist orders                                  | International media coverage<br>Irreparable stakeholder impact | Cancellation/ termination of contract with subsequent claims, fines, or penalties arising from lawsuits/ litigation | Death/ disability of personnel affecting the health, safety, & welfare of employees, customers & other stakeholders | Damage to property, key operational assets that have severe effect on the business i.e. failure to fully operate & provide continuous service to customers and incur losses | Medium - 4                          | Serious - 8                        | High - 12                         | High - 16                          |

A 4x4 risk matrix contains 4 levels of probability and severity.

For example, a standard 4x4 matrix has the following values:

### Severity

- Negligible:** the incident will not result in serious loss, delay, harm, damage, or lapse
- Marginal:** the incident could cause loss, delay, harm, damage, or violation but its effects would not be serious
- Critical:** the incident can result in serious loss, delay, harm, damage, or breach
- Catastrophic:** the incident is capable of causing extreme or severe loss, delay, fatality, destruction, or crime

### Likelihood

- Rare:** May occur at least once in 10 years; unlikely, though possible
- Unlikely:** May occur at least once in 3 years; could occur occasionally
- Probable:** May occur at least once in a year; not surprised, will occur in given time
- Frequent:** May occur multiple times in a year; likely to occur, to be expected

*\*Refer to SMSA GUIDE Database document no. 2741*

## IV. Business Continuity & Recovery Plan

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                            |                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------|
| Owner/ Author                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Approver                                   | Reviewer                                            |
| Edwin Ramos<br>Lead Auditor QRM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Mohannad M.S. Khayyat<br>Managing Director | Mohammed Altamush Khan<br>Quality & Risk Management |
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### 1. INCIDENT: IT SERVERS FAILURE & CYBER ATTACKS

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

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

#### **RECOVERY PLAN:**

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

### 2. INCIDENT: NATURAL DISASTERS & FIRE

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

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

#### **RECOVERY PLAN:**

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

### 3. INCIDENT: LICENSE & AUTHORITIES APPROVALS

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

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

| Owner/ Author                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Approver                                   | Reviewer                                            |
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#### RECOVERY PLAN:

- c) Incident report documentation.
- 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 QRM & HR for the replacement process.

##### RECOVERY PLAN:

- a) Incident report 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 QRM & IT for the replacement process.

##### RECOVERY PLAN:

- a) Incident report 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:

| Owner/ Author                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Approver                                   | Reviewer                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------|
| Edwin Ramos<br>Lead Auditor QRM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Mohannad M.S. Khayyat<br>Managing Director | Mohammed Altamush Khan<br>Quality & Risk Management |
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- a) Incident report documentation.
- b) Employees' awareness of the incident and its impact to the company.
- c) Vaccinations; when available.

## 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.

### EMERGENCY CONTACTS

|                                      |                           |
|--------------------------------------|---------------------------|
| <b>Corporate Office</b>              | +966 11 218 7777ext. 8554 |
| <b>Quality &amp; Risk Management</b> | +966 11 218 7777ext. 8523 |
| <b>Information Technology</b>        | +966 11 218 7777ext. 7717 |
| <b>Human Resources</b>               | +966 11 218 7777ext. 7758 |
| <b>Customer Service</b>              | +966 11 218 7777ext. 8000 |
| <b>Administration</b>                | +966 11 218 7777ext. 213  |
| <b>Marketing</b>                     | +966 11 218 7777ext. 8333 |
| <b>Finance</b>                       | +966 11 218 7777ext. 7738 |
| <b>Legal</b>                         | +966 11 218 7777ext. 405  |

| Owner/ Author                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Approver                                   | Reviewer                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------|
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## 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. 3659, including receiving, documenting, and responding to communications to and from interested parties, such as media and government authorities.

## VII. Exercise Programme

SMSA shall implement and maintain an exercise and test programme 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 documentations 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. SMSA has recently acquired a BCM system, which will enable all requirements herein to be carried-out upon its full implementation.

## IX. Distribution List

A digital copy of this Business Continuity Plan is available in SMSA's Quality Management System, GUIDE, under document no. 4318. Access to this document is limited to the system

| Owner/ Author                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Approver                                   | Reviewer                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------|
| Edwin Ramos<br>Lead Auditor QRM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Mohannad M.S. Khayyat<br>Managing Director | Mohammed Altamush Khan<br>Quality & Risk Management |
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