



Policy Name	Business Continuity
Policy Type	Group Policy
Document Number	SKtes-GRPCOM-ERM-003

1. POLICY STATEMENT

- 1.1. We ensure our continuity plans support environmentally responsible recovery and minimize impact across all operations.
- 1.2. We design our systems and teams to adapt quickly, keeping critical services running during any disruption.
- 1.3. We act transparently and responsibly, meeting our obligations and communicating clearly throughout any incident.

2. POLICY

2.1 Business Continuity Objectives

- (a) Ensure the safety and well-being of all employees and stakeholders.
- (b) Maintain essential business services during disruptions.
- (c) Protect company assets, including data and infrastructure.
- (d) Comply with applicable legal, regulatory, and contractual obligations.
- (e) Communicate effectively with internal and external parties during disruptions.

2.2 Business Continuity Strategies

- (a) Redundancy and Diversification – Leverage on our global network of facilities to redistribute workloads and resources as needed.
- (b) Data Protection – Implement robust data backup and recovery solutions to safeguard critical information.
- (c) Employee Training – Conduct regular training sessions to ensure employees are prepared to respond effectively to emergencies.

2.3 Incident Response and Recovery

Incident Response Team will be established to coordinate the response to disruptions.
They shall –

- (a) Assess the situation and determine the impact on operations.
- (b) Activate the Business Continuity Plan(s).
- (c) Communicate with stakeholders, including employees, customers, and partners.
- (d) Coordinate recovery efforts to restore normal operations.



2.4 Communication Plan

- (a) Maintain up-to-date contact information for all stakeholders.
- (b) Utilize multiple communication channels (emails, TEAMS, SMS, Mobile etc.) to disseminate information.
- (c) Provide regular updates on the status of operations and recovery efforts.

2.5 Maintenance and Testing

- (a) Business Continuity Documents and Plans are maintained to ensure operational effectiveness.
- (b) Gaps and lessons learned from Business Continuity exercises will be analysed and improvement of plans updated accordingly.

3. OTHERS

Employees can contact the Compliance and Audit Department for information:
complianceandaudit.global@sktes.com