

---

## Policy: Business Continuity

### 1. SUMMARY

- 1.1. This policy defines WINNS Services Business Continuity to ensure it meets requirements.
- 1.2. The Operations Director is responsible for implementation and management Business Continuity Policy

Rev.	Date	Nature of Changes	Approved By
1	9 <sup>th</sup> December 2019	Original issue.	C Stebbing
2	7th September 2021	General Updates	C Stebbing

### 2. POLICY: Business Continuity

WINNS Services is committed to providing the best possible experience to its customers and the best possible relationships with employees, clients and suppliers. To ensure the consistent availability and delivery of its products and services, WINNS Services 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.

WINNS Services, unlike other suppliers, is not exposed to potential risks that could disrupt or destroy critical business functions and/or the delivery of its 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 business functions, and delivery of services.

### 3. 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.

### 4. 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 Technology (IT), 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.

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 BC/DR Team.

WINNS Services recognises 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 goods and services for customers and other stakeholders. WINNS Services requires the commitment of each employee, department and vendor in support of the activities required to protect Company assets, mission and survivability.

## 5. Policy Leadership

Operation Director is designated as the 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 BC/DR Director and appropriate internal or external organisations before submitting to the management liaison. The issue resolution process is defined in the following section.

## 6. Verification of Policy Compliance

BC/DR compliance verification is managed by the BC/DR Director with support from other relevant internal departments. Each plan must define appropriate procedures, staffing, tools and workplace planning activities necessary to meet compliance requirements. Detailed policy compliance verification activities are defined by the BC/DR Director.

BC/DR Compliance Verification is required annually and is facilitated by the BC/DR Team. Waivers for temporary compliance verification may be given if a detailed written waiver request issued by the department manager is approved by the BC/DR Director corporate management liaison. Maximum delay for compliance is one year from the original date of compliance.

## 7. Penalties for Non-Compliance

In situations where a Company department does not comply with the BC/DR policy, the BC/DR Team will prepare a brief stating the case for non-compliance and present it to the BC/DR management liaison 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.

## 8. Appendix A – Additional Policies

1. All department heads within **WINNS Services** are responsible for business continuity (and, where appropriate, disaster recovery) for their area and are required to have a documented BC plan, signed by them and countersigned by the BC/DR corporate management liaison.
2. BC/DR readiness within the Company must be reported on a quarterly basis to the BC/DR corporate management liaison.

3. Deviations from this policy must be approved by the BC/DR management liaison and others he/she shall designate. The internal auditor will review policy compliance.