OBCP - AN OVERVIEW OF THE BUSINESS CONTINUITY PROCESSES

Classification: Public

1.1 Version

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Summary

1. INTRODUCTION

1.1. Objective

Present the overview of the Business Continuity Management System to clients and partners.

1.2. In charge

The Results Management area is responsible for this document update.

2. Policy

2.1. Business Continuity Policy

The BCP0001 - Business Continuity Policy aims to establish a set of principles, guidelines, and responsibilities needed to the Business Continuity Management System (BCMS) adopted by LG lugar de gente.

This Business Continuity Policy is adherent to the requirements of the following standards:

> • ABNT NBR ISO 22301:2020 – Safety and Resilience — Business Continuity Management System — Requirements;
> • ABNT NBR ISO/IEC 27001:2022 – Information Technology– Safety Techniques– Information Safety Management System – Requirements; Appendix A.17
> • ABNT NBR ISO 31000:2018 - Risks Management - Guidelines.

LG lugar de gente has a Business Continuity Management System (BCMS) implemented as part of the global management system that establishes, implements, operates, monitors, critically analyzes, maintains, and improves business continuity which includes organizational structures, policies, activities and plans, responsibilities, procedures, processes, and resources.

Business Continuity is a continuous and comprehensive management project that identifies potential threats to LG lugar de gente and their possible impacts on business operations, which provides a structure so it is developed an organizational resilience level that is able to respond effectively and protect lives and the interests of the parties involved, reputation, organization label and its activities of added value. Hence, Business Continuity will be sustained, ensuring LG lugar de gente's ability to continue to deliver products or services at an acceptable level previously defined after interruption incidents.

LG lugar de gente has a Business Continuity Program, with continuous management and governance process supported by the Strategic Committee and the Tactical/Operational

Committee members, that properly receive the necessary information to implement and maintain business continuity management.

3. Standardization

3.1. Responsibilities of CGCN

NCN001 - CGCN Responsibilities Standard contains the definition of the responsibilities, general rules, and the members of the Tactical/Operational Business Continuity Management Committee and the Strategic Business Continuity Management committee regarding LG lugar de gente's Business Continuity.

3.2. Business Continuity Governance Plan

The BCGP001 -Business Continuity Governance Plan contains the guidelines to Business Continuity Management and aims to prepare LG lugar de gente to sustain its critical operations even in a crisis scenario. The strategic plan improves understanding between the interested parties regarding risks and impacts to which the company is subjected.

To elaborate this Business Continuity Governance Plans the following references were used:

ABNT NBR ISO 22301:2020 – Safety and Resilience — Business Continuity Management System — Requirements;

ABNT NBR ISO 22301:2020 – Segurança e resiliência — Sistema de gestão de continuidade de negócios — Requisitos;

BCP001- Business Continuity Policy

The Business Continuity Governance Plan (BCGP) aims at guiding all those involved in LG lugar de gente's Business Continuity Plan process to understand its goals, strategies, and responsibilities.

The BCGP focuses on establishing criteria, direction, roles and responsibilities, and a chronology to implement and maintain a BCGS.

All activities and strategies are oriented by critical business processes regarding impact classification of each of them in case of interruption and their recovery time.

An effective BCGS, aligned to the company's strategy, helps mitigate the risks and possible financial losses to the business. It also avoids potential reputational damage as it demonstrates resilience and concern by the company towards the people, processes and technologies.

3.3 Business Impact Analysis

Lg lugar de gente has a Business Impact Analysis (BIA), with an analysis process of business impact based on the processes and/or products and the effects an interruption might have upon them.

Translated from the English term Business Impact Analysis (BIA), Bia aims at introducing the business processes and/or products classified according to their criticality and their impact on business, differing critical business processes (those with low tolerance to interruption) from non-critical ones, or not essential.

The analysis also takes into consideration critical situations that might jeopardize the operation of the organization's main activities.

During LG lugar de gente's analysis process, the following aspects are observed:

a. Areas/processes/products classification according to total impact;

b. Identification of the respective recovery time objective (RTO) of each are/process;

c. Identification of the respective recovery point objective (RPO) of each area/process;

d. Identification, Qualification, and Quantification of the Financial, Operation, Image and Legal Impacts of each area/process;

e. Identification of the correlation between the areas/processes.

At LG lugar de gente, BIA takes into consideration 4 impact categories:

- • Operational
- • Image
- • Legal
- • Financial

The results obtained from a BIA guide LG lugar de gente's decisions regarding recovery strategies and solutions on Business Continuity Management.

3.4. Continuity Strategies

Lg lugar de gente's Business Continuity Strategies are defined and selected considering BIA's results and the risks to continuity assessment. The process of selecting strategies takes into

account the protection of critical business and/or product processes, as well as stabilization, and these processes and/or business resumption and recovery.

The definition of continuity strategies allows the structure and development of response plans to counter situations that represent a corporate crisis, aiming at a quick and effective response, protecting LG lugar de gente's active principles, including its image and reputation.

The options adopted allow to mitigate, respond, and manage impacts, as well as include time prioritization for resumption of activities, besides considering their dependencies, support resources, and supplier's degree of resilience.

3.5. Business Continuity Risk Assessment

LG lugar de gente assesses the business risks that might affect its capacity of delivering its most important products and services, aiming at understanding the effectiveness of the existing controls, as well as additional controls, to reduce the probability or gravity of an interruption.

3.6. Business Continuity Plan

LG lugar de gente has a Business Continuity Plan (BCP) that includes documented procedures to respond to interruption incidents. The plan's main goal is to be a document that guides LG lugar de gente when responding, recovering, resuming, and restoring its business, after an interruption, to a pre-defined level of operation. This way, there will be a decrease in losses, offering more availability, safety, and reliability, so the organization's business is supported with value and quality.

3.6.1. Disaster Recovery Plan

Lg lugar de gente has a Disaster Recovery Plan (DRP) documented with a set of procedures to recover the IT services after an external event.

The Disaster Recovery Plan is to prepare, respond, and recover the critical operations and processes in case any disruptive events take place.

3.6.2. Crisis Management Plan

The CMP001 - Crisis Management Plan contains a broad process that involves all areas of LG lugar de gente and their respective managers. It aims at identifying risks, threats, and

vulnerabilities that may have an impact on the operations and provides a structure for the construction of an organizational resilience and the capacity of an effective response.

The main objectives of a crisis management are:

- Protect People's lives;
- Adopt strategies to minimize the negative impacts of a crisis or disaster;
- Allow the organization to resume the most critical operations under irregular situations in acceptable levels;
- Keep control of internal and external communication.

3.6.3. Operational Contingency Plan

Lg lugar de gente has the Operational Contingency Plans (OCP) documented with a set of actions responsible for keeping the processes operating minimally in face of a disruption. The document contains the activities, people, and resources responsible for keeping the processes and/or products active, ensuring the continuity of the operations.

The main objective of the documents is to protect the processes and/or services of the following situations:

- Unavailability of crucial system and/or application to run the process;
- Unavailability of people;
- Unavailability of physical access.

4. Maintenance of BCMS

The maintenance of the processes of Business Continuity Management foresees the updating of the documents involved annually , or in shorter deadlines, in case there are meaningful alterations to the Business Processes and/or Continuity Strategies established.

Running exercises and mock tests is essential to maintenance of the Business Continuity Management System, since it allows the validation of actions described in the plans as well as the identification of improvements and needs of updating. Besides, it allows the measurement of estimated time for its execution.

The exercises and mock tests are done annually, or in a shorter period of time, in case there are meaningful alterations in the Business Processes and/or Continuity strategies established.

5. Awareness and Communication

LG lugar de gente has an awareness program and regularly makes campaigns to raise awareness that take the concepts to all employees involved, so they are clear about the importance of commitment to the Business Continuity Management theme.

Every employee of LG lugar de gente is told about the Business Continuity Policy and everyone's important role in the process.

Training sessions are made to everyone directly involved in the process in order to level the understanding and ensure adequacy and commitment to achieve BCM's goals.

All employees know the Business Continuity Plan and its areas and know which actions to take in case of an incident that causes interruption of the activities.

Lg lugar de gente has a CCP001 - Crisis Communication Plan established to inform clients, partners, suppliers, local community and other pressure groups, including the media, when a disruptive incident takes place and depending on the crisis scenario.