

Business Continuity

PCN001 - Business Continuity Foreign Policy

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1. INTRODUCTION

1.1. Objective

The foreign policy aims to briefly introduce the documents that are part of the Business Continuity Management System (BCMS) adopted by LG lugar de gente.

1.2. References

The Business Continuity Management System 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.

1.3. Terms and Definitions

In this standard, its additional operational procedures and support documents are going to use some specific terminologies, amongst which can be highlighted:

- **Business Continuity:** LG lugar de gente's ability to continue to deliver products or services at an acceptable level, previously defined after interruption incidents.
- **Business Continuity Management (BCM):** Comprehensive management project that identifies potential threats to LG lugar de gente and their possible impacts on business operations in case they take place. This process provides a structure so there will be some organizational resilience that can respond effectively and protect the interests of the parties involved, the reputation and label of LG lugar de gente, and its added value activities.
- **Business Continuity Management System (BCMS):** part of the management global system that establishes, implements, operates, monitors, critically analyzes, maintains, and improves business continuity. The management system includes organizational structures, policies, activities and plans, responsibilities, procedures, processes, and resources.
- **Business Continuity Plan (BCP):** Documented procedures that orients LG lugar de gente to respond, recover, resume, and restore its business after the interruption to a

predefined operation level. Usually, it covers resources, services, and activities necessary to assure the continuity of business critical functions.

- **Business Continuity Program:** continuous management and governance process, supported by the Strategic Committee and the Tactical/Operational Committee members, that properly receives the necessary information to implement and maintain business continuity management.
- **Business Impact Analysis (BIA):** Impact on business analysis process based on business processes and activities and the effects that some interruption might have on them.
- **Risk appetite:** amount and type of risk the organization is willing to seek or maintain.

2. BUSINESS CONTINUITY PRINCIPLES

Business Continuity is a continuous and comprehensive project that identifies potential threats inherent to business and their possible impacts on operations. It provides a structure so 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 is developed and achieves the best result possible to each situation.

Business Continuity includes business recovery management, in case of any interruption, and management of all the Business Continuity Program through training sessions, tests, reviews, and maintenance to ensure the Business Continuity Plan is updated and functional. The Business Continuity Management prepares the steps to be taken, after an emergency or any interruption, for the resumption of critical activities and further return to normality, based on a cyclical process that is in constant adjustment and improvement.

3. BUSINESS CONTINUITY GUIDELINES

To focus the efforts and the application of resources necessary to the Business Continuity Management System (BCMS), LG lugar de gente undertakes to follow the requirements below:

- A. Identify the critical processes through an impact evaluation (BIA), considering the operational, legal, image, and financial impacts to prioritize the treatment of processes that have more meaningful impact and their dependencies.
- B. Continuously enable people with the goal of develop the culture and to better prepare LG lugar de gente's staff to respond to a crisis in case of necessity;

- C. Keep the plans (CMP - Crisis Management Plan; Communication Plan; DRP - Disaster Recovery Plan; and OCP - Operational Continuity Plan) and further documents concerning Business Continuity Management updated, reviewing them annually or whenever there is any meaningful alteration in the internal or external environment;
- D. Make periodic exercises and tests aiming at ensure the level of people's preparedness and the effectiveness of the plans elaborated to respond to a crisis situation;
- E. Develop an infrastructure of technology resources that meet the needs of LG lugar de gente's business processes, considering the investment needs and the benefits provided regarding the Business Continuity Management System.

4. VALIDITY

The validity of this policy will happen as from the last date of publication, according to the versions and history controls, being reviewed annually, or whenever there are any changes in the guidelines, or by recommendation of the Results Management area.