

Business Continuity Plan Policy

At Intelligent Memory, we care what our customers' needs and expectations. We have established a Business Continuity Plan (BCP) with impact analysis in place to ensure that our operations are protected and can continue to function as normal as possible to serve our customers, even in the event of a crisis.

IM's Crisis Response Council (CRC) is composed of senior management executives and staffs within each of our business functions to manage the entire program and its effectiveness.

Our BCP is established in four foundations:

- Enabling continuation of supplies and operations with defined BCP and relevant processes
- Managing customer relationships through open and transparent communication
- Enabling IT uptime with world class reliable service providers
- Ensuring employee well-being through effective training & awareness

Additionally, our BCP meets the industry good practices through the following fundamentals:

- Leadership commitment: Ensuring sufficient attention and resources are provided to develop and maintain the BCP, and monitor its overall effectiveness
- Business impact & risk analysis: Analysing the impacts and associated risks for consequences of disruption of product/service delivery to prioritize activities and develop appropriate response plan to minimize disruption as documented in BCP
- IT systems disaster recovery and security: Monitoring IT systems and recovery plan for continued business support
- BCP training & review: Training of BCP to relevant personnel and perform regular BCP review to ensure the approach is up-to-dated, complete and practical
- Continual improvement: Updating BCP with lessons learned from actual experiences and constant communication for organizational readiness

We continuously monitor the context of the organization and enhance our BCP to further reflect our company's commitment to excellence and dedication to our employees, customers and communities.



Joseph Chan
General Manager, APAC

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