



# Blue Triangle

## Business Continuity Planning Statement

### OBJECTIVE

Blue Triangle Business Continuity Planning (“BCP”) documents the mitigation, preparation, warning, response and business continuity arrangements for Blue Triangle’s core processes and environment. Blue Triangle’s BCP objective is to provide for restoration and continuation of Blue Triangle core processes and environment when a disaster occurs. A disaster is an event that significantly reduces Blue Triangle ability to provide normal services to its customers. Some examples of potential disasters include:

- Natural: earthquakes, tornado, hurricane, etc.
- Human: national disturbance, civil unrest, pandemic
- Technical: infrastructure breakdown – loss of network, telephone or other critical business systems

### OVERVIEW

Blue Triangle’s BCP leverages industry-best practices and standards derived from ISO 27001 and NIST 800-34 to ensure a stable and robust operational structure.

Each Blue Triangle critical business function is responsible for contributing to the BCP.

Business Services

Chief Executive Officer

IT Operations

Chief Technical Officer

Customer Services and Support

Global Head of Customer Success

Human Resources

Human Resources Manager

Blue Triangle has developed and maintains a detailed Business Continuity Management System (BCMS); Blue Triangle’s BCMS encompasses:

- Business Continuity Management Processes
- Business Continuity Plan (BCP) (including Disaster Recovery)
- Crisis Management Team (CMT) Plan
- Business Continuity / Disaster Recovery Risk and Vulnerability Assessment
- Business Impact Analysis
- Exercise and Audit

Blue Triangle makes available an executive summary of its BCMS Documentation upon request.

The Governance Committee (consisting of members from senior management) is responsible for overseeing Blue Triangle's BCP and has the sole authority to issue disaster declarations. The Crisis Management Team (CMT) consists of three (3) teams responsible for the successful execution of Blue Triangle business continuity plan and disaster recovery efforts. Both the Governance Committee and CMT receive training during BCP development.

#### **BCP Assessment**

Each critical business function must perform a risk assessment and business impact analysis to identify significant risks/threats and prioritize critical functions based on financial and non-financial impact to the organization.

All critical business functions must identify critical process dependencies which include systems, applications, people, facility, vendor/supplier, and any other necessary resources to recover the critical function.

### **CRITICAL BUSINESS FUNCTIONS**

#### **IT Operations**

Blue Triangle Operations maintains a cloud-based redundant architecture. Blue Triangle leverages cloud services for email and file storage services which allows for additional redundancy and accessibility in the event of a business disruption.

#### **Human Resources & Building Services**

Blue Triangle is headquartered in Mechanicsville, Virginia and has employees distributed globally. System and process capabilities are not dependent upon physical office locations, allowing personnel to work effectively from a remote location of their choice.

#### **Business Services**

Blue Triangle's BCP incorporates Business Impact Analysis ("**BIA**"); BIA estimates the financial impacts of a disaster on Blue Triangle operations across all critical business functions. Blue Triangle's senior management leverages financial resources and commitments to ensure the allocation of sufficient, properly trained and supported personnel, financial, and other resources to ensure BCP sustainability.

#### **Customer Services**

- **Customer Support:** Blue Triangle offers its customers 8X5XNBD (EST) support. Blue Triangle Support utilizes systems that are architected with resiliency and redundancy that is not dependent upon other Blue Triangle services.

- **Cloud Services:** Blue Triangle's Cloud Services are designed to ensure redundancy and recoverability. The specific controls and/or measures related to BCP / DR are set forth in the Cloud Service Privacy and Security documentation that Blue Triangle makes generally available upon request.