



## **Business Continuity and Crisis Management – Attachment 6**

Sun Life

Intelligent Document Processing RFP

All services will be running in Microsoft's Azure Cloud; accordingly, Business Continuity and Crisis Management will be conducted in accordance with Microsoft established procedure as set out below and at the referenced links.

Microsoft has comprehensive Enterprise Business Continuity Management (EBCM) Program, managed by Global Security Team. Their mission is to protect the people and assets of Microsoft. Now more than ever, this great responsibility challenges conventional thinking. We strive to integrate best in breed security solutions into alignment with Microsoft's corporate strategy to better enable our people to do more.

The portal includes information about:

- Security policies and Technologies
- Risk and Enterprise Resilience
- Executive Protection
- Background Screening

The Program is reviewed at least every 12 months for effective, reliable, well-tested plans, systems, and processes which can be counted on during a disruptive event to support the primary program goals of continuity of business operations and minimized adverse impacts.

We release a Business Continuity and Disaster Recovery Plan Validation Report each quarter on our Services Trust website at <https://servicetrust.microsoft.com>. With access, you can download Microsoft's Enterprise Business Continuity Management Program and also the "Third party independent audit assessment report for Azure's compliance with ISO 22301 - Business Continuity Management standard requirements."

For more detailed information regarding our Business Continuity and Disaster Recovery Plans, please sign in at the Services Trust Portal and visit the Resiliency and continuity site at <https://learn.microsoft.com/en-us/compliance/assurance/assurance-resiliency-and-continuity>, where the following can be found:

- Microsoft Cloud - EBCM - Business Continuity and Disaster Recovery Plan Validation Reports
- Microsoft Enterprise Business Continuity Management Program