1. Purpose

Establish the general guidelines to manage and mitigate the risks associated with the continuity of Information Technology (IT) services.

2. Scope

Applies to associates of the Global Systems Departments of all Grupo Bimbo's Business Units.

3. Definitions

Business Continuity Plan (BCP): Its objective is to keep the functionality of a Business Unit at a minimum acceptable level during a contingency.

Business Impact Analysis (BIA): Document used for estimating the impact that a Business Unit may have as a result of any incident or disaster.

Disaster Recovery Plan (DRP): Recovery process that considers critical data, computer equipment and applications so that a business can restart its operations in the event of a natural or human-caused disaster.

Infrastructure as a Service (IaaS): Instant computing infrastructure, provisioned and managed over the internet.

Platform as a Service (PaaS): Cloud-hosted service through which the provider provides the customer with a development environment.

Rapid Response Team (RRT): IT incident managers with 24/7 availability to involve resources and drive the resolution of high priority incidents (1 and 2) in the shortest possible time.

Recovery Time Objective (RTO): Time during which a Business Unit could tolerate the failure of its application operativity and the fall service level without business continuity affect.

Service Level Agreements (SLAs): Agreement between an IT service provider and the Company, which specify the business services objectives and responsibilities of both parties.

Single Point of Failure (SPOF): IT application or module which after a failure in its operation causes an inoperability system.

Software as a Service (SaaS): Service that allows users to connect to and use cloud-based applications over the Internet.

4. Responsibilities

IT Services Manager: Provide support to global applications to maintain the business continuity operations through identifying, analyzing and managing the risks involved in the IT service.

IT Operations Management and Sustainability Department: Define, provide and align the controls to maintain the availability and continuity IT Services in Grupo Bimbo.

IT Project Leader: Identify jointly with the business the services criticality and design the service continuity according with the risks and costs identified.

5. General guidelines

In order to mitigate the risks associated with the IT services continuity, it is Grupo Bimbo's policy to comply with the following guidelines:

- The Global System Departments must comply with established in the ***INS-QS-CRI-01 Crisis Management and Business Continuity Action Manual.***

The Project Leader must:

- To design the service levels in accordance to the ***FGB-IT-21 Global Design of IT Services Policy.***
- Jointly with the business responsible and the IT Services Manager, define the BIA considering the standards defined by the IT Operations Management and Sustainability Department.

The IT Services Manager must:

- To assess the impact and approve the change controls for IT service continuity plans.
- To obtain the BIA's RTO and consider the minimum time in which the service may not be available as part of its warranty at the time of contracting the IT Service.
- To use the RRT protocol for major incidents to recover the IT service availability or performance.
- To design and monitor jointly with the project leader high criticality applications' SPOF obtained through BIA.
- To have a continuity strategy such as the DRP for high criticality applications obtained through BIA.
- To ensure the DRP drills execution that will be performed by the service providers to SaaS, PaaS and IaaS according with the time established by the Global System Departments.
- To participate in the DRP program for high criticality applications.
- To perform tests and maintain continuity plans in accordance to the periodicity established by the Global System Departments.
- To consider as priority 1 or 2 all incidents which result to unavailability or degradation of the service; priority 1 for global incidents and 2 for local incidents.
- To resolve priority 1 and 2 incidents in accordance to the ***PGB-IT-N-04 Procedure for Management of Network Problems.***

6.   Responsibility / Ownership

The Global Systems Department is the assigned owner of this policy and is primarily responsible for its contents, updating, monitoring of its compliance and submission for approval before the Global Internal Control and Risk Management Department, the Steering Committee, and CEO.

7.   Updates

The changes implemented in between versions are described below:

Version	Date of revision:	Updated by:	Approved by:	Main changes
1				