

# **BUSINESS CONTINUITY PLAN**

**Summit Digital Solutions, Inc.**

*Effective Date: January 15, 2024*

*Document Version: 2.0*

## **1. INTRODUCTION**

1 This Business Continuity Plan ("Plan") establishes the policies, procedures, and organizational structure for Summit Digital Solutions, Inc. ("Company") to ensure the continuation of mission-critical business operations in the event of a significant business disruption.

2 This Plan applies to all Company facilities, employees, contractors, and critical business functions, with particular emphasis on maintaining the Peak Performance Platform and associated client services.

## **2. CRITICAL BUSINESS FUNCTIONS**

1 The following business functions are deemed critical to Company operations:

- a) Peak Performance Platform hosting and maintenance
- b) Client data processing and analytics systems
- c) IoT infrastructure management
- d) AI/ML model operations
- e) Enterprise client support services
- f) Core network and security infrastructure
- g) Development and deployment environments

## **3. RECOVERY TIME OBJECTIVES**

1 The Company establishes the following Recovery Time Objectives (RTOs):

- a) Tier 1 Systems (Peak Performance Platform): 2 hours
- b) Tier 2 Systems (Client Data Processing): 4 hours
- c) Tier 3 Systems (Internal Operations): 8 hours

## **4. DISASTER RECOVERY PROCEDURES**

## 1 Data Center Failover

1.1 Primary data center operations will automatically failover to redundant facilities in:

- US East Region (Virginia)
- US West Region (Oregon)
- EU Region (Frankfurt)

1.2 The Chief Technology Officer or designated deputy shall initiate the Data Center Emergency Protocol within 15 minutes of confirmed primary facility failure.

## 2 Client Data Protection

2.1 All client data shall be continuously replicated across geographically distributed locations with:

- Real-time synchronization
- End-to-end encryption
- Automated integrity verification
- Access control preservation

## **5. EMERGENCY RESPONSE TEAM**

1 The Business Continuity Response Team consists of:

- a) Executive Sponsor: Chief Operating Officer
- b) Technical Lead: Chief Technology Officer
- c) Security Lead: Chief Information Security Officer
- d) Client Communications: Chief Digital Officer
- e) Operations Lead: VP of Operations

## 2 Emergency Contact Protocol

2.1 Primary communication channels:

- Emergency response system
- Secure messaging platform
- Backup satellite phones
- Alternative email system

## **6. COMMUNICATION PROCEDURES**

## 1 Client Communications

### 1.1 The Client Services team shall:

- Notify affected clients within 30 minutes of incident declaration
- Provide status updates every 2 hours
- Document all communications in the incident management system

## 2 Employee Communications

2.1 HR shall maintain current emergency contact information for all employees and contractors.

### 2.2 Multiple notification systems shall be utilized:

- Emergency notification system
- Corporate email
- SMS alerts
- Internal communication platform

## **7. TESTING AND MAINTENANCE**

### 1 Testing Schedule

#### 1.1 The Company shall conduct:

- Quarterly tabletop exercises
- Semi-annual technical recovery tests
- Annual full-scale disaster recovery simulation

### 2 Plan Updates

#### 2.1 This Plan shall be reviewed and updated:

- Annually at minimum
- Following any major system changes
- After any Plan activation
- Upon significant organizational changes

## **8. COMPLIANCE AND REPORTING**

### 1 The Company shall maintain compliance with:

- ISO 22301 Business Continuity Management
- SOC 2 Type II requirements
- Client contractual obligations
- Industry regulatory requirements

## 2 Documentation Requirements

### 2.1 The following records shall be maintained:

- Test results and after-action reports
- Incident response logs
- Recovery time measurements
- Plan revision history

## 9. AUTHORIZATION

This Business Continuity Plan is authorized and approved by:

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Sarah Blackwell

Chief Operating Officer

Date: January 15, 2024

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Michael Chang

Chief Technology Officer

Date: January 15, 2024

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