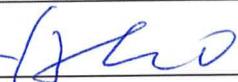


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Changes from previous version:

Section	Summary of Changes	Change Control Number
ALL	1. New document	

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1. PURPOSE

The purpose of this SOP is to provide management team an action plan to address and mitigate catastrophic events that would threaten the normal mode of operation (NMO). This plan provides guidance and outlines to restore NMO in the shortest possible downtime.

2. SCOPE

Management makes every effort to ensure that the Synoligo site is protected against hazards such as fire, weather and/or other natural disasters as well as from impacts caused by the losses of vital information, systems and services that could interrupt the business. These hazards could not only seriously affect the operations and interrupt operations of Synoligo but could also directly impact the businesses of our clients. Therefore, it is incumbent that potential impacts on business be considered well in advance of any situation to ensure proper backup plans are in place to return the business to its NMO as quickly as possible. It is recognized, however, that the unexpected could happen and that the business may find itself dealing with circumstances in which production is compromised to an unacceptable degree.

The recovery strategy adopted by Synoligo is based on the promise of "reasonably foreseeable events". This document does not deal with any scenario that may result in the permanent loss of the facility or staff.

3. INTERNAL REFERENCES

Document ID	Title
QA001	Quality Policy

4. EXTERNAL REFERENCES

Document ID	Title
ISO9001	Quality management

5. RESPONSIBILITIES

Job Function and/or Department	Responsibility
CEO, CTO	Decision to invoke BCDR plan; Reviewing progress of BCDR plan procedures; Annual review of BCDR effectiveness; Financial decision making within approved sign off limits; Content communication to employees, media, customers and suppliers, regulatory and external agencies
Director of Production	Safety of employees and third parties; Evaluating incident and providing assessment to CET and CTO; Coordinating intracompany assistance where required; Liaison with emergency services
EHS coordinator	Work closely with CEO, CTO and Director of Production to oversee safety and regulatory responses to business interruptions

6. DEFINITION

Term	Definition
Normal Mode of Operation (NMO)	Uninterrupted access/services to the following: HVAC, gases, electricity, key instrumentation, IT hardware/software, key consumables, building security, and temperature-controlled storage, portable water and sanitation, and staff.

7. PROCEDURE

7.1. Business objectives must be met before NMO can resume;

- 7.1.1. Ability to provide excellent service to customers.
- 7.1.2. Ability to be compliant with health and safety regulations
- 7.1.3. Ability to be compliant with environmental regulations

7.2. Basic services

7.2.1. To achieve Normal Mode of Operation uninterrupted access/services to the following: HVAC, gases, electricity, key instrumentation, IT hardware/software, key consumables, building security, temperature controlled storage, potable water and sanitation, and staff the business objectives the following services are required.

7.3. Plan initiation

7.3.1. Interruption to NMO may be considerable with the loss of any of the Basic Services.

7.3.2. The BCDR should be initiated if loss to any Basic Services occurs. Where applicable, the Director of Production will communicate to assess and respond to the situation.

7.3.3. The action plans described are to address the most likely situations that can result in interruptions to NMO.

7.3.4. In the event of a catastrophe where operations will be down for more than one day, the Director of Production will initiate communication with customers to determine the impact on their operations.

8. ACTION PLAN

8.1. HVAC

Trigger	Action
Interruption to HVAC	<ol style="list-style-type: none"> 1. Inform staff 2. Determine point of failure 3. Contact facilities and/or HVAC service company
HVAC restoration <1 day	<ol style="list-style-type: none"> 1. Inform staff changes to production 2. Inform relevant customers 3. Inform relevant vendors
HVAC restoration >1 day	<ol style="list-style-type: none"> 1. Inform staff of decision to cease all or partial operation or to close site temporarily 2. Inform relevant customers 3. Inform relevant vendors

8.2. Gases

Trigger	Action
Unplanned disconnection of natural gas supply	<ol style="list-style-type: none"> 1. Inform staff 2. Contact Dominion Energy 3. Close emergency shut off valve if necessary
Natural gas supply emergency declared by Dominion Energy	<ol style="list-style-type: none"> 1. Follow instructions given 2. Inform staff of decision to evacuate all/partial site 3. Close emergency shut off valve if necessary
Natural gas supply restored within 1 working day	<ol style="list-style-type: none"> 1. Determine impacts of natural gas supply issue and areas of impact 2. Inform staff of any decision to workaround 3. Assess impact on production schedules 4. Inform relevant clients of project/program delays
Natural gas supply not restored within 1 working day	<ol style="list-style-type: none"> 1. determine impacts of gas supply issue and areas of impact and any acceptable work around options 2. inform staff 3. assess probable impact on product schedules 4. inform relevant clients of project/program delays 5. inform relevant suppliers

8.3. Electricity

Trigger	Action
Unplanned disconnection of electricity supply	<ol style="list-style-type: none"> 1. Inform staff 2. Contact Duke Energy 3. determine that UPS is working initiate instrument shut down procedure
Electricity emergency declared by Duke Energy	<ol style="list-style-type: none"> 1. follow instructions given 2. inform staff of decision to evacuate all/partial site
Electricity supply restored within 1 working day	<ol style="list-style-type: none"> 1. determine impacts of electricity supply issue and

	<ul style="list-style-type: none"> areas of impact 2. inform staff of any decisions to work around 3. assess impact on production schedules 4. inform relevant clients of project/program delays
Electricity supply not restored within 1 working day	<ul style="list-style-type: none"> 1. determine impacts of electricity supply issue and areas of impact and any acceptable work around options 2. inform staff 3. assess probable impact on product schedules 4. inform relevant clients of project/program delays 5. inform relevant suppliers

8.4. Management

Trigger	Action
Loss of Senior management temporary	<ul style="list-style-type: none"> 1. Assess current and planned activities and projects 2. Consider responsibilities that can be delegated to other managers 3. Consider interim management resources 4. Advise staff 5. Advise clients as appropriate 6. Advise suppliers as appropriate
Loss of senior management permanent	<ul style="list-style-type: none"> 1. Recruit replacement 2. Assess forward workload and responsibilities 3. Consider re-alignment of workload and/or responsibility to other managers 4. Assess requirement for interim management 5. Advise staff 6. Advise clients as appropriate 7. Advise suppliers as appropriate

8.5. Key Instrumentation

Trigger	Action
Loss of key instrumentation for greater than 3 days	<ul style="list-style-type: none"> 1. Assess current/planned activities and projects 2. Advise staff 3. Advise clients as appropriate 4. Advise suppliers as appropriate 5. Review option of leasing a like kind instrument or sending workload other contractors 6. Ensure quality and regulatory standards are met with continued work performance

8.6. Key Consumables

Trigger	Action
Loss of key consumables - production suppliers	<ul style="list-style-type: none"> 1. Inform relevant clients and determine suitable alternatives
Loss of key consumables - general	<ul style="list-style-type: none"> 1. Source suitable alternative 2. Amend methods and sops as necessary
Loss of critical supplier	<ul style="list-style-type: none"> 1. Evaluate situation for replacement of critical service and the timing of any impact from the loss of critical service provider

8.7. IT Hardware Software

Trigger	Action
Loss of Microsoft 365 email service	<ul style="list-style-type: none"> 1. Report to MS customer service
Loss of internet/telephone communication for less than 1 day	<ul style="list-style-type: none"> 1. contact Spectrum Business customer service 866-519-1263 to report communication problem at this site
Loss of internet/telephone communication for more than 1 day	<ul style="list-style-type: none"> 1. inform relevant client and provide alternative contact details if necessary

8.8. Temperature Controlled Storage

Trigger	Action
Initial report of symptoms	<ol style="list-style-type: none"> Identify extent of fault Investigate cause of fault
Failure identified	<ol style="list-style-type: none"> Fault resolution: replace/repair faulty item. Contact service provider Inform relevant clients of any OOS temperature for samples in storage
Unidentified failure	<ol style="list-style-type: none"> Contact service provider Inform relevant staff Inform relevant clients of any OOS temperature for samples in storage
System restored within 1 working day	<ol style="list-style-type: none"> Inform relevant staff of workaround Transfer any test samples to more suitable areas Assess impact on testing schedules
System restore not within 1 working day	<ol style="list-style-type: none"> Inform relevant staff of decision to close all/partial site if facility issue Transfer any test samples to more suitable area if sample storage issue Assess impact on testing schedules

8.9. Potable Water/Sanitation Interruption

Trigger	Action
Interruption of water	<ol style="list-style-type: none"> Inform staff Determine point of failure Contact facilities and/or landlord company
Water restoration less 1 day	<ol style="list-style-type: none"> Inform staff changes to production Inform relevant customers Inform relevant vendors
Water restoration more than 1 day	<ol style="list-style-type: none"> Inform staff of decision to cease all or partial operation or to close site temporarily Inform relevant customers Inform relevant vendors

8.10. Natural Disasters

Trigger	Action
Regional earthquake	<ol style="list-style-type: none"> Determine extent of damage Determine if building structure is safe for occupancy Inform staff of any damage
Regional flooding	<ol style="list-style-type: none"> Determine extent of damage Determine if building structures is safe for occupancy Inform staff of any damage
Tornado/lightening struck	<ol style="list-style-type: none"> Determine extent of damage Determine if building structures is safe for occupancy Inform staff of any damage