

**BUSINESS CONTINUITY PLAN****0-Pr-011-0-WI-001**

Version: 10

# **BUSINESS CONTINUITY PLAN**

## **Of Fujikura Fiber Optics Viet Nam Ltd**

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**1.1 Policy Statement**

It is the Policy of **FUJIKURA FIBER OPTICS VIETNAM (FOV)** to maintain a comprehensive Business Continuity Plan (BCP) for all critical organization functions. Each department head is responsible for ensuring compliance with this policy and that their respective plan component is tested no less than annually. FOV's Disaster Recovery efforts exercise reasonable measures to protect employees, safeguard assets, and client accounts.

**1.2 Introduction**

This document is the BCP for FOV located at No 9, VSIP Street 6<sup>th</sup>, Binh Hoa ward, Thuan An City, Binh Duong Province. It has been developed in compliance with customer requirement.

This plan was specifically designed to guide **FOV** through a recovery effort of specifically identified organization functions. At the onset of an emergency condition, **FOV** employees and resources will respond quickly to any condition, which could impact **FOV's** ability to perform its critical organization functions. The procedures contained within have been designed to provide clear, concise and essential directions to recover from varying degrees of organization interruptions and disasters.

**1.3 Confidentiality Statement**

This manual is classified as the confidential property of FOV. Due to the sensitive nature of the information contained herein, this manual is available only to those persons who have been designated as plan participants, assigned membership to one of the FOV recovery teams, or who otherwise play a direct role in the recovery process. This manual remains the property of FOV and may be repossessed at any time. Unauthorized use or duplication of this manual is strictly prohibited and may result in disciplinary action and/or civil prosecution.

**1.4 Manual Distribution**

Each plan recipient will receive and maintain the disaster recovery manual through the DMS system. Backup copies of all recovery documentation are maintained at server database stored on backup server at server room 2 and cloud at Microsoft's datacenter. ISO group keep hard copy for records.

**1.5 Manual Reclamation**

Plan recipients who cease to be an active member of a disaster recovery team or an employee of FOV must surrender all copies of their disaster recovery manual to the Quality Management Representative. FOV reserves any and all rights to pursue the return of these manuals.

**1.6 Plan Revision Date**

The latest manual revision date appears in DMS. This date indicates the most published date of the plan section.

**1.7 Defined Scenario**

A disaster is defined as a disruption of normal organization functions where the expected time for returning to normalcy would seriously impact FOV's ability to maintain customer commitments and regulatory compliance. FOV's recovery and restoration program is designed to support a recovery effort where FOV would not have access to its facilities and data at the onset of the emergency condition.

**1.8 Recovery Objectives**

The Plan was written with the following objectives:

- ☐ To ensure the life/safety of all FOV employees throughout the emergency condition, disaster declaration, and recovery process.
- ☐ To reestablish the essential organization related services provided by FOV within their required recovery window as identified in the recovery portfolio in Section 2 at the declaration of disaster.

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- ☐ To suspend all non-essential activities until normal and full organization functions have been restored.
- ☐ To mitigate the impact to FOV's customers through the rapid implementation of effective recovery strategies as defined herein.
- ☐ To reduce confusion and misinformation by providing a clearly defined command and control structure.
- ☐ To consider relocation of personnel and facilities as a recovery strategy of last resort.

**1.9 Plan Exclusions**

The **FOV** Business Continuity Plan was developed with the following exclusions:

- ☐ Succession of Management
- ☐ Restoration of the Primary Facilities

**1.10 Plan Assumptions**

FOV's BCP was developed under certain assumptions in order for the plan to address a broad spectrum of disaster scenarios. These assumptions are:

- ☐ FOV's recovery efforts are based on the premise that any resources required for the restoration of critical organization functions will reside outside of the primary facility.
- ☐ Any vital records required for recovery can be either retrieved or recreated from an off-site location and moved to the recovery facility within 24 hours.

**1.11 Declaration Initiatives**

FOV's decision process for implementing any of the three levels of recovery strategies to support the restoration of critical organization functions are based on the following declaration initiatives:

- ☐ Every reasonable effort has been made to provide critical services to FOV's customers by first attempting to restore the primary facility and / or operate using intra-day procedures.
- ☐ After all reasonable efforts have failed to restore the primary facility, and using manual procedures severely degrades client support, FOV would invoke a recovery strategy that requires the relocation of personnel and resources to an alternate recovery facility.
- ☐ If the outage will clearly extend past the acceptable period of time identified in the Recovery Portfolio, (Section 2) a declaration of disaster will immediately be made.

**1.12 Recovery Strategies**

In order to facilitate a recovery regardless of the type or duration of disaster, FOV has implemented multiple recovery strategies. These strategies are categorized into three (3) levels. Each level is designed to provide an effective recovery solution equally matched to the duration of the emergency condition.

**LEVEL 1: SHORT-TERM OUTAGE (RIDE-OUT) – INTRA-DAY**

A short-term outage is defined as the period **FOV** does not require computerized operations, or where an outage window of the same day or less would not allow adequate time to restore / utilize automated recovery operations.

**LEVEL 2: MEDIUM-TERM OUTAGE (TEMPORARY) – UPTO SIX WEEKS**

A medium-term outage is defined as the period that FOV will execute its formal disaster recovery strategy, which includes actually declaring a disaster. A disaster may either be declared companywide or only for the effected department or building. The decision to declare a disaster will be based on the amount of time / expense that is required to implement the formal recovery and the anticipated impact to FOV's organization over this period.

**LEVEL 3: LONG-TERM OUTAGE (RELOCATION) – 6 WEEKS OR MORE**

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A long-term outage is defined, as the period of time that FOV will exceed the allowed occupancy time of its primary recovery strategy. During this phase of recovery, FOV will initiate a physical move of personnel and resources.

**1.13 Team Overview**

During an emergency each team member contributes the skills that they use in their everyday work to the overall response. Particular Teams are listed as below will be considered to established and will be assigned by General Director

- Crisis Management Team
- Disaster Assessment Team
- Technology Restoration Team
- Emergency Response Team
- Recovery Site Team

No.	Team	Member	Captain
1	Crisis Management Team	BOM, BOD	General Director
2	Emergency Response Team	All managers	Plant engineering manager
3	Disaster Assessment Team	BOM & Managers	Assistant General Director
4	Recovery Site Team	Duty Team & Plant engineering	Manufacturing Division manager
5	Technology Restoration Team	System and Plant engineering	Facility Engineering Division Manager
6	Business Restoration Team	Planning, and Quality assurance	Planning division manager

Note: In all cases, members of the Firefighting team will be the members of the Emergency Response Team

**1.14 Team Charters**

**Crisis Management Team** - The CMT is comprised of senior **FOV** management and is responsible for authorizing declarations of disaster, emergency investment strategy, approving public release of information, and ensuring donors and constituents are informed.

**Emergency Response Team** - The ERT is first on scene to assess the damage caused by the disaster or ensure precautionary measures are taken in light of any impending disaster (e.g. inclement weather, etc.) Once the ERT determines the extent of the disaster, they will either order an evacuation of the facility or work with facilities to mitigate the effects to **FOV**.

**Recovery Site Team** - The RST Team provides enterprise-level support for both the physical site and technology issues. The members of this team will ensure that the alternate site is ready, and adequate for arriving recovery personnel. The RST will be the first at a meeting point or alternate site in order to register arriving personnel.

**Technology Restoration Team** – The TRT’S consist of personnel from System engineering and Plant engineering to restore the information system and facilities of **FOV**. The captain of the TRT get updated status from the ERT and.

**Business Restoration Team** – The BRT’S consist of personnel from PPlanning and Quailty assurance deemed critical to the continuation of **FOV**. The captain of the TRT get updated status from the ERT and.

**2.0 Recovery Strategies**

The following are the identified recovery strategies for the organization:

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Table 1: The identified recovery strategies

Recovery Area:	Primary Strategy:	Backup Strategy:
Working Space	Mobilization Time: 1 week - 1 month	Mobilization Time: 1 week - 1 month
Phone System	Mobilization Time: 0.5 hour	Mobilization Time: 0.5 hour
Network Recovery	Mobilization Time: 0.5 hour	Mobilization Time: 0.5 hour
Server Recovery	Mobilization Time: 1 day	Mobilization Time: 0.5 day
Material Recovery	Mobilization Time: 1 day	Mobilization Time: 1 day
Utilities	Mobilization Time: 1 day	Mobilization Time: 1 day
Equipment	Mobilization Time: 1 week – 1 month	Mobilization Time: 1 week
Applications	Mobilization Time: 0.5 – 1 day	Mobilization Time: 0.5 day
Databases	Mobilization Time: 1 day – 1 week	Mobilization Time: 1 day
Service Providers	Mobilization Time: 1 day	Mobilization Time: 1 day
Employees	Mobilization Time: 1 week - 1 month	Mobilization Time: 1 week - 1 month

Recovery time objective can view more at Item 4.0

**2.1 Emergency Phone Numbers**

Complete the following to ensure that you have identified all the

**2.1.1 Emergency services**

1. Police: 84 02742743 113
2. Fire: 84 02743 114
3. VSIP: 84 02743766977
4. Ambulance: 84 02743 115

**2.1.2 Weather information**

1. NCHMF: 84 02473 38244916
2. Radio station: AM 910
3. Weather channel: BTV2
4. Weather channel: <http://www.nchmf.gov.vn/>

**2.1.3. Maintenance & repair**

1. TODA office: 84 0286 2914127/ 84 0286 291 4128
2. HAZAMA office: 84 02833.8299.533/ 84 0283 829 9533
3. Yurtec office: 84 0283 911 5935/ 84 0283 911 5937
4. Taikisha office: 84 0283 899 4731/ 84 0243 562 2750

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**2.1.4. Logistics**

1. Express shipping: 84 0283 38238799 (Safi)/ 84 0283 8488491 (Yusen)
2. Taxi/limo service: 84 0274 38383828 (Mai Linh)/ 84 0274 3272727 (Vinasun)
3. Charter air service: 84 0247 38320320

**2.1.5. IT and communication services**

IT Services	Supplier	Description	Telephone Contacts
Hardware	FPT Information System	PC, Server...	028.3995.9208
	Mai Phuong		0251.7303.999
	TVT		084.282.1108
	CMC		028.3795.8686
	NGS		028.3948.3274
Software	NRIS ( HongKong Limited )	QAD	2535-0300
	QAD Singapore Private Ltd	QAD	Tel: +65.63322765 Fax: +65.62388780
	THINKNEXT	QAD	028.6682.1836
	Georgia SoftWorks	Telnet software license for QAD server ( 3 year )	706-265-1018
	NGS	Sophos	028.3948.3274
	onecadvn.com	Autodesk Inventor	1800.7181
Network Services	FJK	Mail Services	813.5606.1040
	Viettel	SSL	1800.8088
	Vũ Anh ( VANS )	Oracle Database support	08.384.7416
	CMC	Cloud Azure	028.3795.8686
	SaiGon Tel	Network and communication Services	028.3820.7365
	VNPT		02743.755.300 - 119
Network Equipment	FPT Information System	Switch, Router, ...	028.3995.9208
	TVT		084.282.1108

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	NGS		028.3948.3274
Server Quick-Ship	TVT		084.282.1108
	FPT Information System		028.3995.9208
	CMC		028.3795.8686
	NGS		028.3948.3274
Desktop Quick-Ship	Mai Phuong		0251.7303.999
	TVT		084.282.1108

**2.1.6. Utilities**

1. Electrical: 84 0274.3743.898 (VSIP office)
2. Gas: 84 0251 3836 707 (VJG office)
3. Water: 84 0274.3743.898 (VSIP office)
4. Sewer: 84 086.2914.127 (Toda office)
5. Sanitation: 84 083.8994.703 (Taikisha office)
6. Air compressor 84 083.8994.703 (Taikisha office)

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**2.2 Threat Profile**

Table 3: Threat Profile

<b>Hazard</b>	<b>Profile, Cause of Hazard</b>	<b>Potential Impact</b>
<b>Power Failures</b>	Internal Electricity failure due to overload or wire shortcut.	Internal Electricity failure due to overload or wire shortcut. It may be delay for production; delivery.... Affect to human and facility
	External Electricity failure due to overload or wire shortcut.	Power failures from VSIP, It may be delay for production; delivery....
<b>Hazardous chemical spill &amp; leakage</b>	Hazardous chemical spill & leakage due to careless in using, transport, handling, storage	- Employees may be injured if they contact to spillages. - Lack of chemical for production
<b>Gas cylinder explode</b>	Pressure in tank over control	- Employees and visitors may be injured, even death if stand near this area - Business shutdown - It may cause delay for production; delivery....
<b>Air Compressor machine be broken-down or explode</b>	Old machine, system and Not maintenance follow plan	- Employees and visitors may be injured, even death if stand near this area. - Lack of pressure air for production
<b>Freezing Rain</b>	Freezing rain is rain occurring when surface temperatures are below freezing. The moisture falls in liquid form, but freezes upon impact, resulting in a coating of ice glaze on exposed objects. This occurrence may be called an ice storm when a substantial glaze layer accumulates. Ice forming on exposed objects generally ranges from a thin glaze to coatings about an inch thick.	- Employees and visitors may be injured. - Utility machine in open air may be damaged affect to stop production line.
<b>Fires</b>	Fire cause by alcohol, carton at store	- Employees and visitors may be injured. - Building & property maybe burn may be burn out.
<b>Earthquake</b>	An earthquake is the shaking, or trembling, of the earth's crust, caused by underground volcanic forces of breaking and shifting rock beneath the earth's surface	- Employees and visitors may be injured. - Factory building may be damaged -cause to stop production.
<b>Tornadoes, Hurricanes</b>	Tornadoes are violent rotating columns of air, which descend from severe thunderstorm cloud systems. They are normally short-lived local storms containing high-speed winds usually rotating in a counterclockwise direction	- Employees and visitors may be injured. - Factory building may be damaged -cause to stop production.
<b>Floods</b>	In several areas of Binh Duong province, unusually heavy rains may cause "flash" floods. Small creeks, gullies, dry streambeds, ravines, culverts or even low lying round frequently flood quickly. In such situations, people are endangered before any warning can be given.	- Employees and visitors may be injured. - Water may flow into workshop to damage machine equipment & products - it may cause to stop production.
<b>Lighting strike</b>	Lightning strikes are electrical discharges caused by lightning, typically during thunderstorms.	- Employees and visitors may be injured. - Electronic equipment & building may be damaged.
<b>Foodborne illness</b>	Using food from unknown source. Or food was infected by microorganism, bacteria (e.g. E. Coli, Salmonella) or residual of vegetable protective chemical	- Employees and visitors may be injured, even death - Business shutdown
<b>Virus (IT)</b>	A computer virus is a computer program that can replicate itself and spread from one computer to another. The term "virus" is also commonly, but erroneously, used to refer to other types of malwares, including but not limited to adware and spyware programs that do not have a reproductive ability	All people using FOV network
<b>LAN/WAN corrupted</b>	Old system and not follow maintenance plan or overload	- Hardware broken, electricity is not stable - Software may be not connecting to server.



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<b>Hazard</b>	<b>Profile, Cause of Hazard</b>	<b>Potential Impact</b>
		- User may be not use services that server provides. - Email services
<b>Server corrupted</b>	Server contain database, running program and save data from another computer, machine Old server and not follow maintenance plan or overload or virus can be corrupted	- User may be not use services that server provides. - Hardware broken, virus
<b>Fire on Server Room in Night Shift</b>	Overheat from server or network system	Equipment may be damaged
<b>Hacker (computer security)</b>	In computer security, a hacker is someone who focuses on security mechanisms of computer and network systems. While including those who endeavor to strengthen such mechanisms, it is more often used by the mass media and popular culture to refer to those who seek access despite these security measures	Business data (data, password, ...) may be stolen
<b>Cyber attack</b>	Cyber-attack refers to conduct sabotage and espionage. It is a form of information warfare sometimes seen as analogous to conventional warfare although this analogy is controversial for both its accuracy and its political motivation.	- Network, server, PC may be corrupted. - User may be not contact with outside (by email, internet, ...)
<b>Air Conditional is shut down</b>	Old machine and Not follow maintenance plan	All servers in server room
<b>Supplier, Vendor discontinue supply materials</b>	Supplier Bankruptcy or stop business but did not inform	Production line stop
<b>Strike</b>	Salary not satisfy or their expected or their need were not satisfy	Delay business
<b>Key machine broken (RO water system, Air Compressor broken, auto insertion body, Hydrophilic, Laminator, Laser welder, 510-A, 610-A, 830-B, Plasma, Pouch sealer.)</b>	The only one machine available in FOV, and expensive for spare Old machine and Not follow maintenance plan or overload	Business shutdown
<b>Noxious gas leakage (F2)</b>	Sensor, valve broken-down, or careless using from operator	It makes bad effectiveness to employee's health. Employees and visitors may be injured, even death. Working environment is pollution Business shutdown
<b>High pressure Hydrogen chamber explode (10 MPa)</b>	Sensor, pump, valve broken-down, or careless using from operator	Employees and visitors may be injured, even death Business shutdown
<b>FOV's die in suppliers is out of control</b>	Insufficient management	-FOV's Profit may be lost. -Production line may be shortage material due to poor quality or delay supplying materials.
<b>Monopoly of supplier</b>	Supplier supply special material or high technology or no competitor	- Material cost may be high unexpectedly --> lost profit. - Production line may be shortage material, poor quality & delay.
<b>Mass resignation 1. Operator 2. Key PIC (Mng, Eng.)</b>	This hazard can happen when their expected or their need were not satisfied	Delay business
<b>Salary database loss or wrong systematically</b>	Database did not control follow right way, not follow maintenance plan or sabotage or hacker	- Payroll calculation payment is incorrect - Delay business - employee works with less concentrate
<b>Database of personal information - loss</b>	Database did not control follow right way, not follow maintenance plan or sabotage or hacker	Damage to reputation and brand, regulatory violations and fines, loss of competitive advance, direct financial losses)
<b>Protest - violence</b>	Anti-Chinese protests at VSIP (nearly 20K peoples joined) have turned violent on 13/May/2014 Hundreds protestor entered the company's factory building and caused minor damage	FOV facilities were broken, Employee can be injured

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<b>Hazard</b>	<b>Profile, Cause of Hazard</b>	<b>Potential Impact</b>
<b>HR software stop long time and special times ( beginning of shift, end of shift, end of payroll period</b>	HR software stop can be happened when machine was broken down or software was infected virus...	<ul style="list-style-type: none"> <li>- Data do not record</li> <li>- Effect to payroll accuracy</li> </ul>
<b>Epidemic disease</b>	Employees could be infected if they have direct contact with a source of infection and the epidemic disease may occur and spread rapidly to many people in the factory	<ul style="list-style-type: none"> <li>- Employees and guest could be infected</li> <li>- Affect to production activities of the company</li> </ul>

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### 2.3 Recovery Strategy Overview

FOV's Business Continuity Recovery is based on the organization surviving the loss of facilities and/or key personnel and systems during a disaster.

Once FOV's ERT has determined that a declaration of disaster is required, the following sequence of events will occur:

Table 5: Recovery Strategy Overview

Steps:	Instruction:
<b>1: Evacuate affected facility.</b>	If the emergency requires an evacuation of employees, execute evacuation plans contained in the Emergency Procedures section.
<b>2: Go to staging area.</b>	Follow building evacuation instructions.
<b>3: Determine length of outage.</b>	Review written and verbal damage assessment reports from facilities and civil authorities and then estimate the amount of time the facility will be uninhabitable.
<b>4: Select disaster level.</b>	Based on the estimated duration of the outage, declare the disaster event as either a L1 (Less than 48hrs.), L2 (48hrs. to 6 weeks), or L3 (6 weeks or longer).
<b>5: Activate alternate facilities.</b>	Contact alternate facilities identified in the Facilities section. Confirm their availability and alert them of estimated arrival time.
<b>6: Release personnel from the staging area.</b>	Once the disaster level has been selected, release all personnel from the staging area to their assigned recovery location. <ul style="list-style-type: none"> <li><input type="checkbox"/> Non-essential personnel – Home</li> <li><input type="checkbox"/> Recovery Site Team – Alternate Facility</li> <li><input type="checkbox"/> End Users – Alternate Facility</li> <li><input type="checkbox"/> Command Center Staff – Alternate Facility</li> <li><input type="checkbox"/> Crisis Management Team – Alternate Facility</li> </ul>
<b>7: RST establish Command Center.</b>	RST personnel are the first to arrive at the alternate facility to setup and organize the command center prior to the arrival of the CMT and support personnel. The following representatives are required at the Command Center within 1-3 hours: <ul style="list-style-type: none"> <li><input type="checkbox"/> Crisis Management Team</li> <li><input type="checkbox"/> Emergency Response Team Lead</li> <li><input type="checkbox"/> Business Restoration Team Lead</li> <li><input type="checkbox"/> Recovery Site Team Lead</li> </ul>
<b>8: Establish situation desk.</b>	At the command center, establish a dedicated line with operator to field all incoming calls. Announce command center phone number to all recovery participants.
<b>9: Review risk assessment.</b>	Review the <b>risk assessment</b> on a department by department basis to determine who is most affected by the disaster. Group departments by recovery resource requirements, time frames, and co-location requirements.
<b>10: Create technology shopping list.</b>	Once the technology requirements of the effected department(s) are known, create a requirements list for the IT support staff.
<b>11: Contact quick ship vendors.</b>	Using the vendor quick-ship contacts or local sources located in the LAN Restoration section order replacement technology indicated on requirements list.
<b>12: Retrieve electronic/hardcopy vital records,</b>	Retrieve vital records from back-up site or other locations as indicated in the ISO Document system. Have vital records shipped and staged at the alternate facility.
<b>13: Setup replacement LAN.</b>	The priority of <b>FOV</b> Server restoration to support all other <b>FOV</b> Business functions is: <ul style="list-style-type: none"> <li><input type="checkbox"/> Core technology</li> <li><input type="checkbox"/> End-user servers</li> </ul>
<b>14: Activate short-term recovery strategies.</b>	Instruct each department to initiate their short-term recovery strategies. These strategies will be used while the replacement LAN/WAN circuits are implemented.
<b>15: Populate alternate facility.</b>	Once the replacement LAN/WAN is functional, notify the BRT that departments can now begin executing their L2 recovery strategies.

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**2.4 Plan Participants**

The following presents the **FOV** plan participants and their associated recovery function. At the time of a disaster, these individuals will be among the first to be contacted.

Table 6: The FOV plan participants and their associated recovery function

<b>Recovery Role:</b>	<b>Primary contact:</b>	<b>Alternate contact:</b>
<b>Manager Recovery</b>	General Manager	Facility Engineering Division Manager
<b>IT Recovery</b>	Facility Engineering Division Manager	System engineering Manager
<b>Health, Environment and Safety Support</b>	Health, Environment and Safety Manager	Nurse
<b>Material Support</b>	Planning Division Manager	Planning Section Manager
<b>Voice Recovery</b>	Plant engineering Manager	Plant engineering Executive
<b>Network Recovery</b>	Facility Engineering Division Manager	Network Chief up Up

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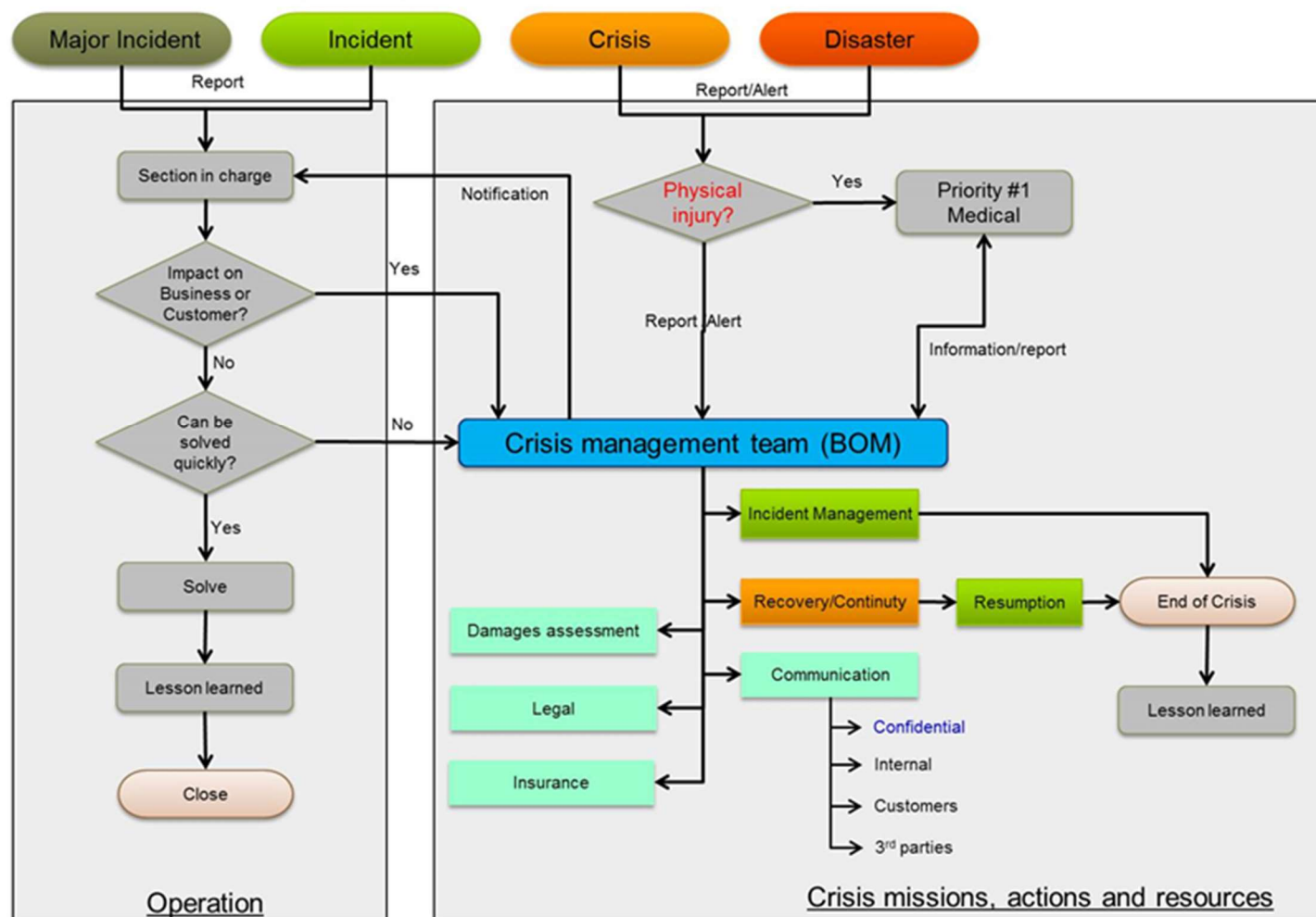
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## 2.5 General Flow Chart



## GENERAL FLOWCHART

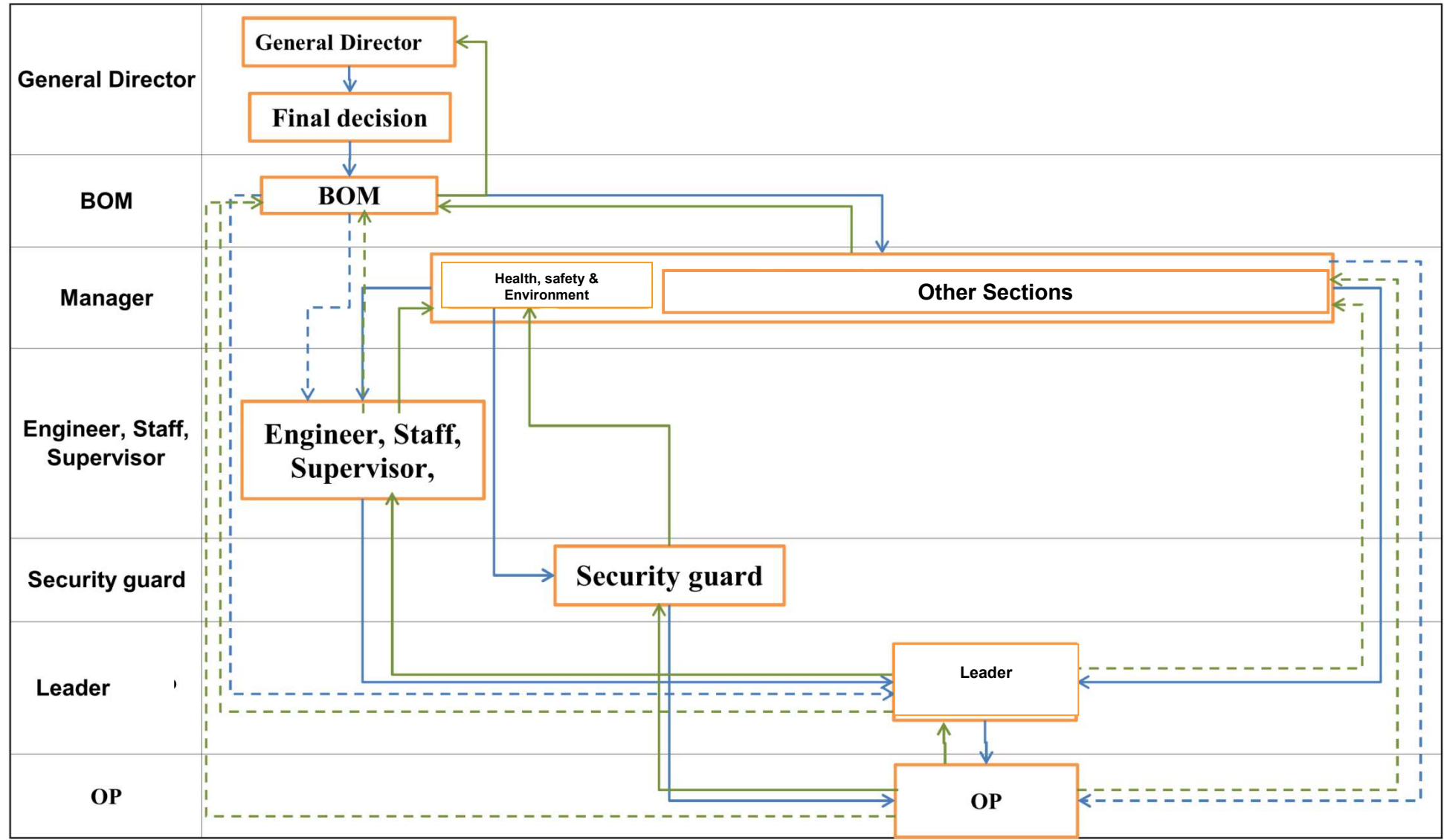


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**2.6 Information Channel**

FOV provide information channel, all decision and direction shall be informed smoothly per chart below.



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The detail of actions for communication need to be referred to 1-PR-001 Internal and external communication.

### 2.7 Alternate Site Setup

In the bad situation, Current side cannot continue production. Alternate Site setup will be decided by Recover manager. Mainly, Fujikura Japan will be the best choice for **Alternate Site**.

Once the alternate site has been secured, the Recover manager will work with the event staff to configure appropriate recovery step through cellphone, staff can work at home.

The table below is the configurations for general work areas and the command center that FOV can follow.

Table 7: The configurations for general work areas and the command center

Recovery Area:	Configuration:
<b>Command Center</b>	<input type="checkbox"/> Occupancy – 15 <input type="checkbox"/> Room – private, 100-sq. meter. <input type="checkbox"/> Conference table <input type="checkbox"/> Phones – 15 <input type="checkbox"/> Facsimile – 1 <input type="checkbox"/> Office Equipment – copier, PC, printer, folding tables <input type="checkbox"/> Office supplies – flip charts, stationary, writing supplies <input type="checkbox"/> Communications – Speaker system, phone, cellular phones
<b>Work Area Recovery</b>	<input type="checkbox"/> Occupancy – 500 <input type="checkbox"/> Room – 5000- sq. meter. <input type="checkbox"/> Tables- 50 pcs (L:W:H 2m x 0.9m x 1.2m) <input type="checkbox"/> Phones – 50 <input type="checkbox"/> Facsimile – 2 <input type="checkbox"/> Office Equipment – copier, printer, 15 pre-configured desktops <input type="checkbox"/> Office supplies – flip charts, stationary, writing supplies <input type="checkbox"/> Communications – 2 fax lines, 20 modem lines, 10 voice lines <input type="checkbox"/> Manufacture equipment – on demand
<b>Mail, server Room</b>	<input type="checkbox"/> Occupancy – 2 <input type="checkbox"/> Room – 50-sq.meter. <input type="checkbox"/> Phone – 1 <input type="checkbox"/> Office Equipment – scale, postage meter, tape recorder. <input type="checkbox"/> Supplies – Mailing/shipping supplies
<b>Vital Records Staging</b>	<input type="checkbox"/> Occupancy – 2 <input type="checkbox"/> Room (Container) – private, 50 sq. meters. <input type="checkbox"/> Office Equipment – folding tables, metal racks

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## 3.0 Recovery Ranking

The following organization processes will be recovered within the sequence specified in table below

Table 8: The table of organization processes and recovery ranking

Hazard	Organization Section, Process	Response	Preventive and management	Action by	Recovery time objective	Priorities 1 min - 10 max
Power Failures	Factory	Power failures from VSIP Step 1: Turn off all CB in electric room Step 2: Turn off all CB of Distribution board in workshop Step 3: Turn on electric Generators Step 4: Turn on CB in electric room one by one. Step 5: Turn on CB of Distribution board in workshop Step 6: Turn on all equipment Step 6: Contact VSIP get information <b>When electric system of VSIP was repaired can supply power</b> Step 1: Turn off all equipment Step 2: Turn off all CB of Distribution board in workshop Step 3: Turn off all CB in electric room Step 4: Turn off electric generator Step 5: Turn on main CB in electric room Step 6: Turn on all CB in electric room & distribution board in workshop Step 7: Turn on all equipment . Follow 0-Pr-011-5-WI-0001	Have 2 Generators for backup	Plant engineering-Engineer up	0.3hrs	9
	Section, workshop	Internal Electricity failure -Follow 0-Pr-011	- Check electric current of Sub-CB for each time install new machine to lines. - Prepare spare part (CB, electric wire) - Yearly maintenance	Utility-Leader up	0.5hrs	9
		Affect to human and facility Sep 1: Turn off sub-CB where trouble occur Step 2: Checking Step 3: Repairing	Check electric current of Sub-CB after adding new machine prevent overload occur. Prepare spare part (CB, electric			9



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Hazard	Organization Section, Process	Response	Preventive and management	Action by	Recovery time objective	Priorities 1 min - 10 max
			wire) Yearly maintenance			
Hazardous chemical spill & leakage	Warehouse	<ul style="list-style-type: none"> <li>- Isolate and indicate the area which is spillages.</li> <li>- Follow 0-PR-011;</li> <li>- In case of facing to lack of chemical for production line, hold meeting with all sections concerned to minimize the usage q'ty and contact with supplier to ask their stock and request them to deliver new lot soonest.</li> </ul>	Follow 000-5-WI-113 We carry out in good housekeeping. Daily checking by Technician. Weekly patrol by Manager & BOM. Set safety stock of chemical	Warehouse Operators	0.15-1hrs	6
Freezing Rain	Plant engineering	<ul style="list-style-type: none"> <li>- Remind all people do not go outside during Freezing rain</li> <li>- Stop use the outdoors machine without a safety cover ,.</li> </ul>	Follow 0-PR-011	Plant engineering & Firefighting team	2~4hrs	5
Gas cylinders explode	Factory 1 & 2	<ul style="list-style-type: none"> <li>- If explode impact on system: shutdown gas supplying valves, isolate area, contact VJG support.</li> <li>- Consider for Operators leaving.</li> <li>- Request CNC's factory for business continuity</li> </ul>	<ul style="list-style-type: none"> <li>- Daily check for gas system by Technician.</li> <li>- Verify safety valve &amp; gas cylinders by period follow law</li> </ul>	Plant engineering & Firefighting team	1 week - 1 month	8
Air Compressor machine be broken down or explode	Factory	<b>Case 1: Tank exploded</b> '- Isolate exploded area contact supplier for support. - Share air system from factory-1 or 2 to each other/ or change into manual assembly operation for products. - Request CNC's factory for business continuity (if any) <b>Case 2: Machine broken down.</b> - Share air system from factory-1 or 2 to each other/ or Change into manual assembly operation for products. - Consider Rent machine.	- Follow 0-PR-011 - Daily checking machines by Technician - Periodically Verify for tank and safety-valve by Quality Assurance & Testing Center according to law. - Always has 1 machine for spare - Connection piping system of FOV1 & FOV2 to share air	Plant engineering & Firefighting team	2 week - 1 month	5
Fires	Factory	<ul style="list-style-type: none"> <li>- Follow 0-Pr-011</li> <li>- Request CNC's factory for business continuity (if any)</li> </ul>	- Maintenance smoke sensor 6 months/time	Plant engineering &	2~3hrs	10

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			- Monthly Checking for all firefighting equipment - Install sprinkler system when construction new workshop as law requirement	Firefighting team		
Earthquake	Factory	Step1. Evacuation Step2. Evaluating the loss and production ability Step3. Recover production. Incase cannot continue production asking for support of CNC's factory	Monitoring information of Institute of Geophysics	Production; Plant engineering & Firefighting team	1 day – 1month	8
Tornadoes , Hurricanes	Factory	- Close all the doors of building... - Fixed for all trees around workshop - Remind all people not go outside - Arrange manpower take care factory - Cut off power supply - Moving employee into safety place - Preparing canvas to cover machine equipment outside building before Tornadoes come. - Request PLN rearrange working calendar if any. - Request CNC's factory for business continuity	Follow 0-PR-011	Plant engineering & Firefighting team	2-4hrs	5
Foodborne illness	Health, safety and environment	First aid treatment/ short treatment at hospital. Follow 000-1-WI-0103	Follow 000-1-WI-0103	Health safety and Environment , Human resource , catering service, local authority	1 day	7
Floods	Factory	- Cut off power supply where water able flow-in. - Lift up for machine, where water can flow-in. - Arrange manpower take care factory.	Follow 0-PR-011	Plant engineering &	2-3hrs	6

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		<ul style="list-style-type: none"> <li>- Request PLN re-arranges working calendar if any.</li> <li>- request CNC's factory for business continuity</li> </ul>		Firefighting team		
Lighting strike	Factory	<ul style="list-style-type: none"> <li>- Allocate &amp; isolate damaged areas.</li> <li>- Investigate &amp; evaluate how serious of damage.</li> <li>- Inform to PLN to revise MP (if any).</li> <li>- Repair/ Replace the damaged.</li> <li>- Request CNC's factory for business continuity if any.</li> </ul>	<ul style="list-style-type: none"> <li>- Install lightning protection system for building</li> <li>-Checking for lightning protection system yearly.</li> <li>- Measuring earthling resistance of lightning protecting system yearly.</li> </ul>	Plant engineering & Firefighting team	2~ 3 hrs.	4
Virus (IT)	Factory	<ul style="list-style-type: none"> <li>- User have to inform System engineering's member immediately</li> <li>- Isolate resource such as Server, client's PC, USB, ... that infected virus from network system (LAN)</li> <li>- Full scan virus by anti-virus software</li> <li>- Delete all data that infected virus</li> <li>- Recover resource to the last good situation by restoring backup (OS, data, ...)</li> <li>- Re-install OS, software (if any)</li> </ul>	<ul style="list-style-type: none"> <li>- Follow 0-Pr-002 and 0-Pr-003</li> <li>- Annually verify awareness of employee about information security follow requirement from FJK</li> <li>- All computer must be installed anti-virus software</li> <li>- Guest is not allowed connect to network system (included wifi)</li> <li>- Control and block USB device in PC by anti-virus software</li> <li>- Daily update Virus definition</li> <li>- Apply Firewall system</li> <li>- Daily backup data</li> </ul>	All user who using PC, System engineering	within 1 day	6
Hacker (computer security)	Factory	<ul style="list-style-type: none"> <li>- User have to inform System engineering's member immediately</li> <li>- Isolate resource such as client's PC, Domain account, mail account, ... that attacked by hacker from network system (LAN) and outside (internet)</li> <li>- Full scan virus by anti-virus software</li> <li>- Find out the cause to solve</li> <li>- Recover resource to the last good situation by restoring backup (OS, data, ...)</li> <li>- Re-install OS, software (if any)</li> </ul>	<ul style="list-style-type: none"> <li>- Follow 0-Pr-002 and 0-Pr-003</li> <li>- All computer must be installed anti-virus software (included firewall software)</li> <li>- Change password every 3 months</li> <li>- Don't share password for anyone</li> <li>- Always update new hotfix, patch for all computer</li> </ul>	All user who using PC, System engineering	1h -> 1 day	1

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Hazard	Organization Section, Process	Response	Preventive and management	Action by	Recovery time objective	Priorities 1 min - 10 max
		- Reset password of Domain account, mail account	- Research tools, methods that hacker used to hack			
Cyber attack	System engineering	<ul style="list-style-type: none"> <li>- Isolate resource such as Server, Firewall, Network devices, ... that attacked by hacker from network system (LAN) and outside (internet)</li> <li>- Full scan virus by anti-virus software</li> <li>- Find out the cause to solve</li> <li>- Recover resource to the last good situation by restoring backup (OS, data, ...)</li> <li>- Restore data from backup (if any)</li> <li>- Re-install OS, software (if any)</li> </ul>	<ul style="list-style-type: none"> <li>- Follow 0-Pr-002 and 0-Pr-003</li> <li>- Apply Firewall system with DMZ for public services</li> <li>- Always update new hotfix, patch for all OS</li> </ul>	System engineering	1h -> 1 day	1
Server corrupted	Factory	<ul style="list-style-type: none"> <li>- Switch to secondary (backup) server automatically or manually</li> <li>- Find out the cause to solve</li> <li>- Recover server to the last good situation by restoring backup (OS, data, ...)</li> <li>- Change new hardware in case hardware is broken</li> </ul>	<ul style="list-style-type: none"> <li>- Follow 0-Pr-002 and 0-Pr-003</li> <li>- Set up backup, failover (SQL mirroring, DFS, virtual server ...), cluster, DR for server</li> <li>- Maintain, monitor server follow schedule.</li> <li>- Change new server when using time greater than 5 years</li> </ul>	System engineering	within 1 day	7
LAN/WAN corrupted	Factory	<ul style="list-style-type: none"> <li>- Find out the cause to solve</li> <li>- WAN: re-direct to secondary (backup) internet line</li> <li>- Reboot network devices</li> <li>- Change new network devices in case it is broken</li> </ul>	<ul style="list-style-type: none"> <li>- Follow 0-Pr-002 and 0-Pr-003</li> <li>- Keep network devices for spare</li> <li>- Continue power in case interrupted by UPS (for server room only)</li> <li>- Backup, failover, maintain, monitor LAN/WAN status follow schedule.</li> <li>- Change new network devices when using time greater than 3 years</li> </ul>	System engineering	0.5hrs	6
Network down /software down	Planning	Contact to customer by phone Receive orders by Fax Settle Jobs by manual	System engineering S support	Planning System engineering	1 working day	5

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*FOV's property, do not take out without FOV BOM's approval.*

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Hazard	Organization Section, Process	Response	Preventive and management	Action by	Recovery time objective	Priorities 1 min - 10 max
Fire on Server Room in Night Shift	System engineering	- Follow 0-Pr-011 - Get support from Plant engineering	Keep data backup at other location	System engineering	within 1 day	3
Air-Conditioner shutdown in server room	System engineering	- Get support from Plant engineering - Turn off all system in case air-conditioner is not recovered in long time (> 30 minutes) - Follow 0-PR-011	- Setup temperature monitoring system in server room in order to send the alarm when temperature is out of spec (17-25°C) by email, SMS - Have one air-conditioner to back up (Total 3pcs in room) - Maintain air-conditional follow plan	Plant engineering	1h -> 4hrs	1
Supplier, Vendor discontinue supply materials	Factory	Review manufacturing plan and shipping schedule Follow 6-PR-002: follow alternate supplier list Ask the support from mother company	Continue to look for another supplier which can replace for current supplier in case the current supplier has trouble.	Planning Material development JP	1 working day	5
Strike	Factory	1. Make urgent meeting between Trade Union, BOM and all Manager to find good way. 2. Make meeting between: Employee, Trade Union and BOM to find good way. 3. Make production plan to recover delayed plan (Planning, are PIC)	1. Training labor law for all employees yearly. 2. Yearly employee dialog will be conducted to get feedback or potential need from Workers.	Human resource , Trade Union, GD	1 DAY	7
Key machine be broken (RO water system, Air Compressor, auto insertion body)	Production; Production engineering <sup>1,2</sup> Production medical device	Follow 0-PR-011: Emergency troubleshooting procedure. Case by case solving	1. Daily checking 2. Maintenance 3 month/time as plan 3. Overhaul maintenance 5year/time by Maker 4. Prepare necessary spare part to repair at FOV	Plant engineering	0.3hrs - 1 day	3
Noxious gas leakage (F2)	Production and related	1. Evacuation instructions 2. Inform to Plant engineering & Emergency team, engineer in charge, manager ...	- Daily checking gas supplied in Gas Room	Plant engineering &	1 week - 1 month	10

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	Production engineering	3. PIC use Gas marks to close the valve at workshop. Plant engineering turn off main valve in Gas room by press "emergency button" on control panel and check to ensure that all valve of F2 bombe is closed 4. Contact to Gas supply company 5. Solving up trouble and re-arrange gas system 6. Power-on gas system	- Installed system to monitoring leakage online & alarm when detect leakage occur - Maintenance gas control system (detector, control panel,) by 6 month/time.	Emergency team		
High pressure Hydrogen chamber explode (10 MP)	Production and related production engineering	Following 0-Pr-011, Emergency Trouble shooting	- Verify gas chamber by period follow law -Verify safety valve by period follow law - Visual inspection screw before usage (each time) - Control and verify tighten force	Plant engineering & Emergency team	1 week - 1 month	10
FOV's die in suppliers is out of control	Material development	- Periodical checking & record status of die. - Confidential commitment from each supplier by contract.	Follow procedure 4-Pr-001	Material development , Planning & Quality assurance	1 day - 1 month	1
Monopoly of supplier	Material development	- Define the list of such suppliers in the company -Build back up plan for this supplier type -Review set suitable SSL -Control strictly the shipping schedule with supplier -Periodical review of such supplier list (key and back up)	Follow procedure 4-Pr-001, 6-PR-002	All	1 week - 1 month	1
Mass resignation 1. Operator 2. Key PIC (Mng, Eng.)	Factory	1. Recruitment new employees 2. Retrain/ reshuffle employees	1. Job analysis and job descriptions 2. Review C&B policy and apply specific policy for key PIC. (Management group) 3. Performance appraisal 4. Human resource plan of development of management	Human resource	1 week - 1 month	7

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			position (Job rotation is also considered in this plan).			
Salary database loss or wrong systematically	Factory	1. Find out the cause to solve Scan virus, worn attached in computer 2. Recall data for calculation payroll by manual in case of failure of System recovery. 3. Partly payment to employee based on record of last month in case over monthly pay day.	1. Scan virus, update daily 2. Back up data daily, monthly	Human resource System engineering	3 days-weeks	2
Database of personal information - loss	Factory	1.Find out the cause to solve 2.Scan virus, worn attached in computer 3.Recall data (both electric and paper record)	Access to sensitive data stored on information systems must be restricted to those who require it to perform their job responsibilities Share with third parties with sufficient contract in place specifying information security requirement	Human resource System engineering	1 day	1
Protest -violence	Factory	1. Ensure the life/ safety of all FOV employees through the emergency condition, disaster declaration, recovery process 2. Reestablish the essential organization related services provided by FOV 3. Suspend all non-essential activities until normal and full organization functions have been restored 4. Mitigate the impact to FOV's customers through the rapid implementation of effective recovery strategies 5. Reduce confusion and misinformation by providing a clearly defined command and control structure 6. To consider relocation of personal and facilities as a recovery strategy	1. Monitor information from government 2. Consultant for employee	All	4 days	7
HR software stop long time and special times (beginning of	Human resource	Inform to person in charge in section concerned Recover software input data by manual	Control effective users and limit users in available Human resource capacity Follow and monitor server daily.	Human resource System engineering	1 day	3

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shift, end of shift, end of payroll period			Update version in available time. Back up data daily			
Epidemic disease	Factory	<p><b>* Reduce risk of spread in the factory</b></p> <ul style="list-style-type: none"> <li>- Apply preventive measures according to recommendations of World Health Organization (WHO) and Ministry of Health to ensure a safe working environment.</li> <li>- Prepare and store equipment and personal protective equipment related to epidemic prevention.</li> <li>- Establish a separate medical area to receive employees who have symptoms related to the epidemic disease.</li> <li>- Require guests / contractors to comply with the preventive measures and notify FOV if their company have suspected or confirmed cases</li> </ul> <p><b>* Minimize risk of human resources:</b></p> <ul style="list-style-type: none"> <li>- Review human management policies, including annual leave and sick leave procedures. Encourage employees to report their health status as soon as they have symptoms so that we can provide medical treatment timely.</li> <li>- Activities which need to be gathered many people should be considered if not necessary. Restrict arrangement for business and require employees to minimize going to places, countries where the epidemic is spreading.</li> </ul>	<ul style="list-style-type: none"> <li>- Implement countermeasures according to 000-1-WI-0142</li> <li>- Follow up and keep updated the epidemic situation via social medias, always update "F status" to change trouble shouting promptly and report to BOM for reviewing a production plan.</li> <li>- For employees who are isolated: only get back to work when there is a conclusion from an authorized department or isolated enough time as required and have reconfirmation from First aid.</li> </ul>	All	Depend on the epidemic situation	9



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#### **4.0 Recovery Team Checklists**

Base on the risk assessment, FOV's teams will develop checklist for each recovery function in case by case.

#### **5.0 Vendor Dependencies**

Vendor Dependencies and Customer contacts information can view from MFG/Pro database

#### **6.0 Emergency Procedures**

Emergency case shall follow procedure 0-Pr-011, Emergency Trouble shooting.

Practice of Emergency case (eg: Firefighting) shall be done yearly with all employees join in.

Plant engineering will prepare for practical plan and report.

#### **7.0 Review and update**

Whenever new threat can be happened, section shall review and update this WI.

Annually, this WI shall be reviewed by manager up, by each section. And ISO group is in charge of updating the changes/improvement action provided by section managers or BOM.

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**Appendix A: Ethics Risk assessment and recovery (HRM in charge for update)**

What are the risks?	Effecte d Area	Who (what) might be harmed and how?	What will you do? And keep business continuity?	Do you need to do anything else to manage this risk?	Action by whom?	Recovery time objective?	Emergency Phone Numbers		External service	Priorities 1 min - 10 max
							Internal	External		
Intellectual property leak	Production engineering, Quality assurance and production (both Fiber and Medical)	Business go down because competitor attack. Intellectual property leak as below: 1. Paper document leak via dustbin. 2. Electronic engineering document leak by sending wrong email address 3. Sending sample without permission.	1. Follow 0-PR-001: Control of Document 2. Training Information Security course for all Office employees	1. Apply paper destroyed cutter to destroy Obsolete & scraped document. 2. Request training Information Security course to new office employees.	Production engineering, Quality assurance and production (both Fiber and Medical)	1 DAY	Production Division. Manager			2
Disclose ERP Data because we have maintenance contract with ThinkNext	All	Business data is disclosed to outside	None	- Sign Non-Disclose Agreement with ThinkNext - Only accept to contact to test environment	System engineering	NA	System engineering division manager		NA	5
Disclose the technology through sample delivery to suppliers (including drawing/material spec and customer sample)	FOV/Customer	Engineer send drawing/sample to suppliers within disclosure agreement	None	Explain all new engineers and supplier side also not send our technology to the third party. Make disclosure agreement with all our suppliers Training all engineers about this issue and follow up.	Material development	1 day/month	Material development manager			5

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**REVISION HISTORY FORM / BIỂU MẪU LỊCH SỬ THAY ĐỔI**

Preparation DATE Ngày soạn thao	PERSON NGƯỜI	VERSION PHIÊN BẢN	OLD CONTENT DESCRIPTION DIỄN GIẢI NỘI DUNG CŨ	NEW CONTENT / NỘI DUNG MỚI		
				DESCRIPTION / DIỄN GIẢI	REASON LÝ DO	CHANGE REQUESTER NGƯỜI YÊU CẦU
5-Feb-2024	Nguyen Thi Hoai Nhi	10	1. Section name 2. Write specific person and phone number 3. Appendix A, C 4. Old content	1. Function name 2. Write position of person and remove phone no (phone no will be mentioned in another document and hung in public areas) 3. Remove (Roadm stopped and content of Medica line is duplicated with others) 4. -Update following current control for section 2.15; 3.0 (Mono supplier and correct document 0-PR-11-0-WI- 011 to 0-PR-011); Appendix B (remove risk of disclose personal in HRS ...to outside because of no use outside anymore) -Update functions follow the current organizationchartt	1. Improve method to write the document 2. Facilitate for response in emergency 3. Improve the documents 4. Update new information/correct ion	TrangTHK
15-Apr- 2020	Huynh Thi Hoai Thuong Tran Thi Hau	09	2.2 Threat profile; 3.0 Recovery ranking: none  2.4 Plant participants _Manager recovery: Ota san	Add epidemic disease  2.4 Plant participants _Manager recovery: Yamaguchi san (new assignment)	Update as Corona virus outbreak	BOM

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04-Sep-2018	Huynh Thi Hoai Thuong	08	<p>1.13 Team overview 2.1 Emergency Phone Numbers 2.4 Plan Participants  2.6 Information Channel 3.0 Recovery Ranking  Appendix A: Recovery of Medical workshop  Appendix B: Ethics Risk  Appendix C: Roadm risk assessment and recovery plan</p>	<p>1.13 Update position of some captions 2.1 Update phone number of maintenance &amp; repair, Logistic, Utility vendor 2.4 Update Alternate PIC of Manager recovery; IT and voice recovery 2.6 Revise communication chart 3.0 Add preventive action for: Gas cylinder explode; Air Compressor machine be broken down or explode; High pressure Hydrogen chamber explode (10 MP) Appendix A: remove some risk: Virus (IT), LAN/WAN corrupted, Server corrupted, Strike, Mass resignation, follow general recovery plan at 3.0 Appendix B: combine Disclose intellectual property into Intellectual property leak Appendix C: remove: Virus (IT), LAN/WAN corrupted, Server corrupted, Strike, Mass resignation, follow general recovery plan at 3.0</p>	Yearly review and update	QMR
31-Jul-2017	Nguyen Dang Khoa	07	<p>Telephone number, Appendix A:</p>	Update telephone number, supplier for IT service in 2.1 Emergency Phone Numbers	Review	System

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				Appendix A change name section in charge PRD → PMD; QAS → QMD		
21-Oct-2016	Nguyen Dang Khoa	06	<ol style="list-style-type: none"> <li>1.</li> <li>2. 2.5 Plan participant Responsibility person, Telephone number,</li> <li>3. FOV's address,</li> <li>4. 3.0</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove 2.1.2, communication mention in 2.1.5</li> <li>2. Update responsibility person, Telephone number, Correct information for Kim Anh, Update FOV's address</li> <li>3. Add information channel article 2.6</li> <li>4. Add review and update article 7.0</li> <li>5. Revise some actions in 3.0 Recovery Ranking, Appendix A, C</li> </ol> <p>Add actions of recovery for protest – violence</p>	Review	System