HENGA
HENGA SYSTEMS LIMITED
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HENGA BUSINESS CONTINUITY PLAN

PREFACE

The purpose of this plan is to define the recovery process developed to restore Henga's critical business functions. The plan components detail Henga's procedures for responding to an emergency situation, which affects Henga's ability to deliver core services to our customers or our ability to meet investors, legal or regulatory requirements.

An emergency is an actual or impending situation that may cause injury, loss of life, destruction of property, or cause the interference, loss or disruption of an organisation's normal business operations to such an extent it poses a threat.

Objectives of the Plan

The plan will illustrate how the business can reduce the potential impact of an incident by being prepared to maintain services in the event of the:

- Loss of key staff
- Loss of IT / data due to a Cyber-attack
- Loss of a key partner or supplier
- Disruption due to pandemic

An important point to note is that this plan may not be as effective if a large portion of the population is affected, as in the case of a disease outbreak.

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Identified Core Functions

Whilst most parts of our business are considered important, if an incident did occur, priority must be given to the restoration of the processes that are deemed to be business critical to the performance of Henga.

Below are the identified business core processes and functions whose disruption due to the risks outlined above would have a direct impact on financial and operational on Henga.

1. Operational Systems:
    a. Server Management System
    b. Code Management System
    c. Email Management System
    d. Support Management System

2. Financial Systems:
    a. Accounting System
    b. Client Database

3. Henga SaaS Products
4. Graphic and User Interface Design Files
5. Office Operations

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Recovery Plan

The following are the expected impacts for the above-mentioned scenarios.

a. In the event of the loss of key staff, it may take up to 30 working days for Henga to get the projects they were working on back on track. This may affect initial project timelines by up to 40 days.

b. In the event of loss of IT/ Data due to a cyber-attack, it may take up to 72 hours for Henga to restore/ repair affected systems.

c. Availability of the IT network historically runs at over 98%. In the event of a partial failure of a server, the network could be unavailable for up to 12 hours.

d. In the event of the loss of a key partner / supplier, it may take up to 30 working days for Henga to get the projects they were supporting back on track. This may affect initial project timelines by up to 40 days.

e. If the core functions listed prior were to be completely lost it could take up to 3 days to restore limited service. Other software could take even longer to restore.

f. In a pandemic 25% - 50% of staff could be off work at any one time. This will include those who are sick, and those caring for others.

During the recovery period, our clients may experience delayed responses via email, phone, and our support system as priority is given to restoring the affected services. Physical or online meetings may also be limited during this period.

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Recovery Analysis

In order to fully understand the full impact of an emergency on the company, and put measures in place to prevent or better plan for future emergencies, the following forms will be provided to our staff to fill:

The actual forms are available to our staff only.

Form A - Immediate Actions Checklist

This is a list of the actions that should be taken in response to the initial incident. The checklist is not prescriptive, exclusive or prioritized; any incident will require a dynamic assessment of issues and actions required. Depending on the scale of the incident actions can be delegated to a support team but the Senior Manager is responsible for the actions taken.

Form B – Response Actions Checklist

This is a list of the actions that should be taken for the company to maintain business critical processes. The checklist is not prescriptive, exclusive or prioritized; any incident will require a dynamic assessment of issues and actions required. Depending on the scale of the incident actions can be delegated to a support team but the Senior Manager is responsible for the actions taken.

Form C – Essential Services

This is a list of the essential functions undertaken by the business that must be maintained or quickly restored in the event of a disruptive incident.

Form D – Summary of Post Incident Resources & Equipment

This summarizes the accommodation and equipment needed to maintain operations.

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Form E – Summary of Essential IT Systems & Records
This summarizes the basic desktop, software and systems data that need to be restored.

Form F – Staff Details
This lists all service staff, indicating those business-critical staff that will be required to maintain services in the event of an incident.

Form G – Key Contacts
This a list of those people that would need to be contacted in the event of an incident. This could be business partners or suppliers.

Form H – Plan Summary
This provides a single sheet summary of the main business continuity options of the plan.

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