Business Continuity Plan

1. Introduction

ESG Consultancy is committed to ensuring the resilience of its operations in the face of potential disruptions. This Business Continuity Plan (BCP) outlines strategies to mitigate risks, maintain critical functions, and recover efficiently from incidents that may impact business operations.

2. Objectives

- Ensure the continued operation of essential business activities during and after a disruption.
- Minimize financial and reputational risks associated with business interruptions.
- Establish clear roles, responsibilities, and communication protocols.
- Comply with regulatory requirements and best practices for continuity planning.

3. Scope

This plan applies to all business operations, employees, contractors, and stakeholders involved in ESG Consultancy's services. It covers potential risks including natural disasters, cyber threats, operational failures, and public health emergencies.

4. Risk Assessment & Business Impact Analysis

4.1 Risk Categories

- **Natural Disasters:** Floods, earthquakes, pandemics, and severe weather conditions.
- **Cybersecurity Threats:** Data breaches, ransomware attacks, and IT system failures.
- **Operational Risks:** Supply chain disruptions, key personnel unavailability, and facility damages.
- **Regulatory Compliance Risks:** Changes in laws impacting ESG consultancy services.

4.2 Business Impact Analysis (BIA)

Each department has conducted a BIA to determine:

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- **Critical Functions:** Essential business activities that must be maintained.
- **Recovery Time Objectives (RTO):** Acceptable downtime before significant impact.
- **Resource Requirements:** Personnel, IT infrastructure, and physical assets needed for continuity.

5. Business Continuity Strategies

5.1 Prevention Measures

- Regular cybersecurity training and multi-factor authentication for IT systems.
- Cloud-based data backups to ensure quick recovery from system failures.
- Diversification of service providers and vendors to minimize supply chain disruptions.
- Remote work capabilities and hybrid operations setup.

5.2 Incident Response Plan

Activation Criteria

The BCP is activated when a disruption threatens business operations beyond the acceptable threshold. The Business Continuity Team (BCT) evaluates the situation and initiates appropriate actions.

Roles & Responsibilities

- **Business Continuity Manager:** Oversees the execution of the BCP and coordinates recovery efforts.
- **IT & Cybersecurity Lead:** Ensures system recovery and data protection.
- **Human Resources (HR):** Manages employee communications and welfare.
- **Operations & Logistics Team:** Coordinates essential service continuity.
- **Crisis Communication Officer:** Manages internal and external communications.

5.3 Communication Plan

- **Internal Communication:** Employees are notified via email, emergency messaging apps, and team meetings.
- **Client & Stakeholder Communication:** Clients are updated on service availability through emails, website announcements, and social media.
- **Regulatory Compliance Reporting:** Authorities are informed if required by law.

6. Recovery & Resumption Plan

6.1 Immediate Response

- Ensure employee safety and well-being.
- Assess damage and implement short-term operational adjustments.

6.2 Recovery Strategies

- IT and Data Recovery: Activate backup systems and restore essential databases.
- Facility Recovery: If physical offices are impacted, establish temporary workspaces or shift to remote operations.
- Client Service Restoration: Prioritize high-impact client engagements for immediate resumption.

6.3 Post-Recovery Review

- Evaluate response effectiveness and update the BCP based on lessons learned.
- Conduct employee training and simulations for better preparedness.
- Review and update vendor agreements for enhanced resilience.

7. Plan Maintenance & Testing

- **Annual Reviews:** The BCP is reviewed and updated annually to address emerging risks.
- **Simulation Drills:** Regular drills ensure staff are prepared for different crisis scenarios.
- **Stakeholder Engagement:** Feedback from employees, clients, and regulators is integrated into plan updates.

8. Conclusion

ESG Consultancy is dedicated to proactively managing business disruptions and ensuring the resilience of its operations. By implementing this Business Continuity Plan, we safeguard our ability to deliver high-quality ESG consulting services while protecting our employees, clients, and stakeholders.

Signed by CEO & Chairwoman of the Board,
Francine Carron.
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