



**SRKK Group of Companies**

**Business Continuity Plan (BCP) Policy**

**Version: 1.0**

**Developed on: 1/10/2023.**

This plan has been designed to prepare SRKK Group to cope with the effects of an emergency or crisis. It is intended that this document will provide the basis for a quick and painless return to “business as usual” regardless of the cause.

## 1.0 Emergency Contact Persons

SRKK Group sees two emergency contact persons. Namely:

<b>(1) Chief Executive Officer</b>		<b>(2) Chief Operation Officer</b>	
<b>Name:</b>	Yew Lip Sin	<b>Name:</b>	Yeoh Kai Hearn
<b>Mobile No:</b>	+6016 333 6698	<b>Mobile No:</b>	+6016 336 6698
<b>Email:</b>	yewls@srkk.com	<b>Email:</b>	yeohkh@srkk.com

SRKK Group will promptly notify the stakeholders of any changes within 30 days following the change. We will review and update this information time to time as when needed.

## 2.0 Company’s Policy

In the event of a Significant Business Disruption (SBD), we expect this document to

- Minimize the risk of damage to the company’s property and injuries or deaths of the company’s employees and to
- Minimize disruption to the company’s operations by quickly recovering and resuming business operations.

This includes allowing our clients to transact and protecting all the company’s books and records. Should circumstances dictate that we are unable to resume operations permanently, we will assure customers prompt access to their services/ subscription with SRKK. This plan will be executed on the authority of the senior management and will be stored in our Teams public channel on the cloud server. All employees will have access to this plan online or otherwise.

### 2.1 Significant Business Disruptions (“SBD”)

Our plan anticipates two kinds of SBDs, internal and external. Internal SBDs affect only our company’s ability to communicate and do business, such as a fire in our building. External SBDs prevent the operation of the companies, such as any event of Force Majeure, being any event beyond the reasonable control of the obligated party, including but not limited to, acts of God, extreme weather, pandemic or acts of third parties. Our response to an external SBD relies more heavily on other organizations and systems, especially on the capabilities of our principals or service provider.

## **2.2 Approval and Execution Authority**

Mr. Yew Lip Sin, Chief Executive Officer, is responsible for approving the plan and for conducting the required annual review. Mr. Yew has the authority to execute this Business Continuity Plan (“BCP”).

## **2.3 Plan Location and Access**

Our company will maintain copies of its BCP plan and the annual reviews, and the changes that have been made to it for inspection. An electronic copy of our plan is located on our Microsoft Teams in the public access channel.

## **3.0 Office Locations**

### **3.1 Key Operational Office**

No. 15-1, Port Tech Tower, Jalan Tiara 3/ KU01, Bandar Baru Klang, 41150 Klang, Selangor, Malaysia

Our employees within the city may travel to the office by means of car, bus and train. This office functions as the head office and is the venue of much of the processing of back-office operations.

### **3.2 Alternative Office**

- Unit 3-3A, Oval Damansara, Jalan Damansara, Taman Tun Dr Ismail, 60000 Kuala Lumpur, Malaysia.
- Suite 17-02 City Plaza, 21 Jalan Tebrau, 80300 Johor Bahru, Johor, Malaysia.
- 21 Woodlands Close, #07-10 Primz Bizhub, Singapore 737854.

Should the need arise, employees may be asked to work from an alternative office as stated above.

Our employees within the city may travel to the office by means of car, bus and train and may arrive from the KL office by flight.

## **4.0 Alternative Physical Location(s) of Employees**

In the event of an SBD, staffs are assigned with the laptop and may be required to work from home or at an alternative site wherein all the infrastructure (internet) is available

successfully continue our business. This allows them to remain in their respective cities, where our stakeholders are domiciled. Should the need arise, they may be allocated a working space at one of the other offices.

## **5.0 ICT System, Data Back-Up and Recovery**

SRKK ICT system is subscribe to the Cloud Service Provider with minimum 99.9% uptime SLA (maximum 8 hours downtime a year). Namely:

- Microsoft 365 (email, Office, Teams, OneDrive, SharePoint etc.)
- Microsoft Defender (antivirus protection)
- Microsoft Dynamics CRM (Customer sales management, quotation system)
- Microsoft Dynamics Business Central (ERP system)
- Microsoft Power BI
- Microsoft Power Automate
- AutoTask helpdesk ticketing system
- Kaseya Managed Services Tools
- Adobe Cloud Creative Suite

In addition, the Cloud Service provider will provide geo-location failover globally and daily backup with deleted data restoration availability up to 45 days.

SRKK is subscribe to Microsoft Advanced Support to has the first priority of issue resolution without first come first serve queue.

SRKK team is ready to work from anywhere, anytime in the event of SBD (with internet connection availability).

SRKK is enforcing strong password and compulsory multi-factor authentication (MFA)/ passkey for all its ICT system that support this feature to minimise the risk of password compromise and safeguard customer data.

## **6.0 Financial and Operational Assessments**

### **6.1 Operational Risk**

Due to the nature of our business, we are required to maintain communications with our clients and retrieve key activity records through our mission critical systems. In the event of an SBD, we will immediately identify all means of communication still available with our clients, employees, regulators and other key stakeholders. In addition, we will retrieve our key activity records as described in the section above, ICT System Data Back-Up and Recovery.

## **6.2 Financial and Credit Risk**

In the event of an SBD, we will determine the value and liquidity of our financial status and other assets to evaluate our ability to continue to fund our operations and remain in capital compliance. We will contact our stakeholders to apprise them of our financial status. If we determine that we may be unable to meet our obligations to those counterparties or otherwise continue to fund our operations, we will request additional financing from our bank or other credit sources to fulfil our obligations to our customers and clients. If we cannot remedy a capital deficiency, we will file appropriate notices with the regulators and immediately take appropriate steps.

## **7.0. Alternate Communications Between the Company and Customers, Employees, and Regulators**

### **7.1 Customers & Suppliers**

Official communication between the company and its present customer or suppliers via email. However, should an SBD render the internet unavailable, we will communicate with the other party through telephone. Should a written record be necessary, we will follow up this line of communication with a paper copy delivered by mail.

### **7.2 Employees**

We communicate with our employees via email or Microsoft Teams (an online office communicator) at present. Should there be no internet access, we will communicate via telephone.

### **7.3 Regulators**

We would typically contact regulators via email. However, should an SBD render that inappropriate, we will explore other open communication lines such as phone calls or written communication.

## **8.0 Critical Business Constituents, Banks, and Counterparties**

### **8.1 Business constituents**

In light of an SBD, vendors supporting our operating activities will be advised on the extent to which we are able to resume our business relationship with them. We will establish alternative arrangements if the SBD impedes their ability to provide the goods to us when we need them.

### **8.2 Banks**

We will contact our banks to determine if they can continue to provide the services that we will need in light of the internal or external SBD.

## **9.0 Disclosure of Business Continuity Plan**

We will also post the disclosure statement on our website and mail it to customers upon request.

## **10.0 Updates and Annual Review**

Our company will update this plan whenever we have a material change to our operations, structure, business or location or to those of our stakeholders. In addition, our company will review this BCP annually, in December, to modify it for any changes in our operations, structure, business or location or those of our stakeholder.