



Vodafone Supplier Policy - A6

Business Continuity Management (BCM)



Scope

All Vodafone Procurement Company procurement agreements with Suppliers.

Policy

Introduction

The phrase "Supplier" in this Supplier Policy shall, where relevant, also include all officers, employees, contractors, subcontractors and agents of Supplier. All references to "Vodafone" include the relevant contracting entity and all other Vodafone Group Companies that benefit from the goods and services being provided.

Supplier shall:

1. promptly and accurately complete and return Vodafone Business Continuity Management (BCM) Questionnaire whenever requested by Vodafone for the products & services provided to Vodafone (no more often than once per calendar year);
2. have its own Business Continuity Management system and arrangements in place, based on an accepted international standard (e.g. ISO 22301);
3. assign an accountable person for Business Continuity Management for the products & services provided to Vodafone;
4. perform a risk assessment on a periodic basis to identify the risks that could cause a business interruption in relation with the provision of products & services to Vodafone and ensure that appropriate controls are implemented to manage and control such risks (e.g. Business Continuity Plan);
5. have a documented Business Continuity Plan (BCP) in place to ensure continuous provision of the products & services to Vodafone. The plan shall set out how business operations shall be restored following an interruption to or failure of business processes within a time period agreed with Vodafone as described in this agreement;
6. test the Business Continuity Plan (BCP) on a periodic basis to ensure plan effectiveness in relation to the provision of the services to Vodafone;
7. in the event Vodafone identifies a weakness or non-compliance in Supplier's BCP or other BCM arrangements related to the provision of services to Vodafone, the Parties shall address such weakness or non-compliance in the form of mutually agreed action plan and timeframes;
8. have a crisis management plan that describes the actions to be taken in the event of an incident or event that impacts the delivery of products & services to Vodafone.
9. notify Vodafone in the event of a service interruption which impacts the provision of the products & services to Vodafone;
10. participate in Vodafone's managed business continuity exercises or audits as requested by Vodafone (no more than once per calendar year);

If Supplier breaches the obligations in this policy, Vodafone has the right to audit Supplier (up to a maximum of once per year).