Business Continuity and Disaster Management Policy

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Version Number	Reviewed by	Approved Date	Approved By
1.0	ERM Head	14th Feb 2023	Board of Directors
1.1	ERM Head	17th May 2025	Board of Directors

1. Purpose

UFlex Limited (hereinafter referred to as "UFlex" or "the Company") is committed to formulating processes and procedures that ensure essential functions continue during a disaster. This policy establishes a structured approach to business continuity and disaster management, aiming to safeguard employees, assets, operations, and stakeholders by minimizing disruptions caused by unforeseen events.

A contingency plan cannot ensure that a crisis or event will not have unfavorable effects on business operations or cause disruptions. Natural and other disruptions are typically unpredictably prone to change over time, even if they were anticipated. Consequently, no plan can anticipate every requirement or circumstance, regardless of how it was initially developed or modified in the future. Despite this, the company is committed to updating its policy to reflect the most recent information, techniques, and technologies.

This policy should be read in conjunction with the Company's internal disaster management plans, emergency response plans, and business continuity procedures, as applicable. The overarching objective is to ensure a swift resumption of operations following significant disruptions while prioritizing the protection of employees, infrastructure, and business continuity.

2. Scope

The Policy applies to UFlex Limited and its 100% subsidiaries. This scope of the policy applies to all employees across the Company's business units and manufacturing sites. It encompasses all critical business functions and supply chain activities to ensure seamless continuity of operations in the event of disruptions.

3. Definitions

- **Business Continuity:** Planning for the continued delivery of products or services at acceptable predefined levels following a disruptive incident.
- **Disaster Management:** A strategic planning and procedural approach administered to protect critical infrastructures (also known as "critical assets") from severe damage when natural or human-made calamities and catastrophic events occur.
- **Business Continuity Plan (BCP):** A predefined framework that ensures the continuation of essential business functions during and after a disruptive event.
- **Recovery Time Objective (RTO):** The targeted duration within which a business function or system must be restored after disruption.
- **Risk Assessment:** The process of identifying, analyzing, and evaluating potential threats to business operations.
- **Crisis Communication:** The strategies and protocols for ensuring timely and accurate communication during an incident.

4. Policy Commitments

UFlex is committed to:

- Conducting regular risk-based assessments to identify potential risks, disruptions, hazards, and issues that can impact the business and preparing continuity plans and emergency response plans to ensure a smooth transition during disruptions. The policy and plans will be reviewed at defined intervals and updated when significant changes occur.
- Defining roles and responsibilities of personnel accountable in case of a crisis and aligning a working group for effective implementation on the ground.
- Incorporating communication and response procedures to manage business disruptions. The Company aims to include tools, exercises, and training to assist employees in preparing for disruptions, developing a multi-pronged rapid response capability, and regularly practicing crisis responses.
- Restoring core infrastructure such as buildings, machinery, IT systems, and data in the event of a disaster or crisis to ensure that essential business functions continue without major delays.
- Complying with all applicable regulatory requirements related to business continuity and disaster management.
- Conducting periodic business continuity training for employees and relevant stakeholders to ensure they understand their roles and responsibilities in the event of operational disruptions and how to act in distressing situations.
- Taking requisite measures to ensure that employees can resume their productive roles quickly in case their working facilities become incapacitated.
- Conducting regular risk assessments across premises to maintain high levels of safety and preparedness for dealing with disruptive events.
- Communicating information relating to incidents, disruptions, or disasters to relevant stakeholders in a timely and effective manner.

5. Roles and Responsibilities

UFlex has implemented an Onsite Emergency Plan & Disaster Control framework to address disruptive events such as floods, earthquakes, explosions, fire, cyber-attacks, and acts of terror. These measures have been developed based on best practices from organizations with mature Business Continuity Management (BCM) frameworks and align with the ISO 22301 standard on Business Continuity Management Systems. This framework ensures a structured response mechanism to minimize business disruptions and protect employees, assets, and operations.

All employees and individuals associated with UFlex are responsible for contributing to and participating in the identification, escalation, and management of business continuity-related risks and incidents. In the event of a crisis that threatens business operations, a structured response mechanism will be activated to facilitate swift decision-making, minimize impact, and support recovery efforts. To ensure an effective and coordinated response, the following roles and responsibilities have been defined:

- **CEO and CRO:** The Chief Executive Officer (CEO) and Chief Risk Officer (CRO) oversee business continuity and disaster response strategies, ensuring alignment with organizational objectives.
- **Department Heads:** Responsible for implementing business continuity measures within their respective functions, identifying risks, and ensuring employees are trained on response protocols.

- **All Employees:** Expected to be familiar with emergency procedures and actively participate in drills and risk management practices.

6. Communication and Training of the Policy

UFlex is committed to ensuring that all employees and relevant stakeholders are aware of the Business Continuity and Disaster Management Policy and their respective roles in its implementation. The policy is communicated to the Company's employees through internal channels such as employee portals, with new employees receiving an overview during their onboarding process. To enhance preparedness, periodic training sessions are conducted to familiarize employees with business continuity procedures, risk management protocols, and emergency response actions.

7. Monitoring and Review

UFlex periodically reviews this policy to ensure its effectiveness and alignment with evolving risks and business needs. Any amendments are approved by the Board of Directors. The company reserves the right to modify, add, or remove specific components of the policy as necessary to enhance preparedness and ensure the safety of employees and stakeholders. Relevant updates are communicated to employees as needed to maintain transparency and awareness.

8. Grievance Mechanism

UFlex has a reporting mechanism in place for employees to raise concerns about any potential risks or incidents that could disrupt business operations. If an employee notices any issues such as operational vulnerabilities, infrastructure risks, system failures, or external threats—that may impact business continuity, they are encouraged to report it immediately. Reports can be made through designated channels, including direct communication with supervisors or respective department heads. All reported concerns are assessed, and appropriate measures are taken to address them.

9. Related Policies

This policy should be read alongside the following policies of UFlex:

- Code of Conduct
- Risk Management Policy