

BUSINESS CONTINUITY PLAN

GENERAL INFORMATION	
Business name	BGS DREAM FACTORY LTD
Business address	71-75, Shelton Street, Covent Garden, London, UNITED KINGDOM, WC2H 9JQ, England
Date	07 February 2024
Prepared by	Berk Behcet Gerek

SCOPE AND OBJECTIVES

The purpose of this Business Continuity Plan is to have an executable plan for BGS DREAM FACTORY LTD in case of an emergency.

This Business Continuity Plan will be triggered in the event of:

- An epidemic, pandemic or disease
- A natural disaster
- A technology issue including but not limited to a data breach or cybersecurity attack
- A fire

BUSINESS FUNCTION PRIORITIES IN EVENT OF AN EPIDEMIC, PANDEMIC OR DISEASE

An epidemic, pandemic or disease would impact business functions in the following ways:

Service Delivery

Impact on function:

- Disruptions would negatively impact our customers and their ability to buy our goods and receive our services.

Recovery procedure: We will solve this problem due to the disruption in the companies we receive service from while providing service to you, primarily by communicating with these companies. If we are given a deadline, we will notify you of this deadline. If it is not resolved, we will do our best to solve the problem by contacting the service providers we have determined as backup. In case of problems not caused by us, the articles in the contract of our relevant service will apply.

Resource requirements: It is sufficient that there is no problem with our personnel and that the communication channels of the companies we receive service from are open and return to us.

Contracts

Impact on function:

- Disruptions would impact our ability to fulfil our contractual commitments.

Recovery procedure: Firstly, we determine how the incident affects the contracts and which clauses are affected. We then communicate openly and transparently with all affected parties (customers, suppliers, insurers, etc.) and carry out the necessary negotiations. We then develop alternative solutions to minimise delays and other disruptions and implement

them with your approval. Where necessary, we may seek legal advice to protect our legal rights and carry out contractual legal procedures.

Resource requirements: Financial resources and legal counselling.

Staff

Impact on function:

- It could be physically unsafe for staff to come and go from the workplace, e.g. by using public transport.
- Staff may have increased care/family responsibilities and due to school closure or sick family members.
- Staff may leave their jobs because of potential or actual safety concerns and/or incidents.
- Staff may experience personal trauma such as death or sickness of family members as a result of the epidemic /pandemic/disease.
- It is necessary for there to be close proximity in the workplace between staff members for production/service delivery purposes which could be physically unsafe.

Recovery procedure: All our personnel are trained to do more than one job. If our staff managing a unit of our company is unable to do business, our other staff will fill the gap. In the event that it is not closed, we reserve the right to take short-term replacement personnel or to receive service from a different company / person for the relevant service. We also state that we will be in constant communication with our personnel who are unable to work and that we will take care of them.

Resource requirements: Since work planning is made for each service, the plans will be put into operation if there is no problem in communication.

BUSINESS FUNCTION PRIORITIES IN EVENT OF A NATURAL DISASTER

A natural disaster would impact business functions in the following ways:

Service Delivery

Impact on function: Natural disasters can have various effects. We make decisions by evaluating the impact, the area it covers and which personnel it affects.

- **Recovery procedure:** Depending on the situation of the natural disaster, since we have personnel working remotely, these personnel will cover the deficit of the personnel affected by the natural disaster. If not, our company may receive additional service from another person/company. We reserve this right.
- **Resource requirements:** There is no resource requirement.

Contracts

Impact on function: The possible effects of natural disasters have been taken into consideration within the scope of this contract. Natural disasters may adversely affect our business processes. These impacts may include business interruptions, supply chain interruptions, poor performance, contract termination, additional costs and jeopardisation of employee safety.

- **Recovery procedure:** The following items will be carried out as soon as possible after the natural disaster. Notification: The Parties should inform each other as soon as possible about the Impact and its impact on the contract. Assessment: The parties should jointly assess the impact of the Impact on the contract and what kind of solutions are necessary. Negotiation: The parties should negotiate on issues such as compensation for delays, assessment of additional costs or termination of the contract. Alternative Solutions: The parties may agree on alternative delivery methods or workarounds to mitigate the effects of the Impact.
- **Resource requirements:** Financial resources, Human resources, Equipment and materials

Staff

Impact on function: Natural disasters can have various effects on our personnel. Apart from technical issues such as not being able to use a computer and losing internet connection, they may also have material and moral problems caused by natural disasters.

- **Recovery procedure:** In case our personnel affected by the natural disaster experience technical problems, support will be provided as soon as possible. In case of financial and moral problems, we will be with our personnel as much as we can.
- **Resource requirements:** As a resource requirement, spare computers are kept ready for our personnel to use.

BUSINESS FUNCTION PRIORITIES IN EVENT OF A FIRE

A fire would impact business functions in the following ways:

Service Delivery

Impact on function: Fires can damage servers and data storage devices, resulting in data loss. They can also damage the power grid or internet connection, causing service interruption. Depending on these consequences, service interruptions and data loss can lead to a decrease in customer satisfaction, and data loss can lead to financial losses for the company.

- **Recovery procedure:** After the fire has been extinguished, a detailed assessment of the extent of the damage and the systems affected should be carried out by a specialised team. Damage caused by fire may occur on the premises of BGS DREAM FACTORY LTD or on the premises of companies from which we receive services. If possible, emergency data recovery procedures will be implemented by the companies from which we receive services to recover lost data, according to the level of damage, alternative solutions and temporary infrastructures will be put in place to restore critical services as soon as possible.
- **Resource requirements:** If the damage caused belongs to us, our damaged company equipment and infrastructure will be completed as soon as possible. If it belongs to other companies from which we receive service, we will be contacted about the solution of the damage and the response will be shared with our customers. Permanent data loss etc. BGS DREAM FACTORY LTD does not accept responsibility in case of a situation.

Contracts

Impact on function: Fire may cause delays in production, delivery or service provision. This may result in a breach of our contractual obligations. Delays can lead to financial losses, such as reconstruction and repair costs. In addition, failure to fulfil contractual obligations can damage our company's reputation and the relationship of trust with our customers, and breaches of contract can lead to legal proceedings and claims for damages.

- **Recovery procedure:** After the fire has been extinguished, a detailed assessment will be made of the extent of the damage affecting contracts and the items affected. This will include an assessment of which clauses of the contracts and which parties were affected by the fire and the possible consequences of delays and other disruptions. Then, all affected parties (customers, service providers, insurance companies, etc.) will be contacted in an open and transparent manner and necessary negotiations will be held. If deemed necessary, alternative solutions will be developed and implemented to minimise delays and other disruptions. Where necessary, legal counselling services will be obtained to protect our legal rights and to carry out legal procedures related to the contract. For emergency guidelines according to the services, please review the contract of the relevant service on our legal page.
- **Resource requirements:** Financial resources are required for items such as reconstruction and repair costs and legal counselling. It is important that insurance policies against fire and other risks are in place and that claims for compensation are handled effectively. In addition, legal counselling is necessary for the interpretation of contracts, protection of legal rights and execution of legal procedures.

Staff

Impact on function: A fire can cause injury or death to personnel. This can lead to a significant loss of labour and a reduction in overall staff productivity. In addition, personnel affected by fire may experience a decrease in their work performance due to reasons such as trauma and stress. Safety risks may occur in damaged buildings and equipment after a fire. This may jeopardise the safety of personnel.

- **Recovery procedure:** We will determine the situation and needs of our personnel affected by the fire and provide them with the necessary support. We will also consider solutions such as hiring temporary staff or redeploying existing staff to different tasks to compensate for the loss of labour force.
- **Resource requirements:** Increasing the working hours and duties of other personnel since the personnel affected by the fire cannot work.

BUSINESS FUNCTION PRIORITIES IN EVENT OF A TECHNOLOGY ISSUE

A technology issue would impact business functions in the following ways:

Service Delivery

Impact on function: Technology Problems may arise for a variety of reasons, such as malfunctions or errors related to hardware, software, network or infrastructure. Such problems can lead to various disruptions in service delivery, such as Service Interruptions: Complete cessation of service or inaccessibility. Service Slowdowns: Failure to provide the service at the desired speed. Error Messages: Users encounter error messages while using the service. Data Loss: Loss or corruption of data. Security Vulnerabilities: Creation of vulnerabilities against cyber attacks.

- **Recovery procedure:** The necessary steps are taken by the companies we work with to prevent Technology Problems by performing regular maintenance and updates. When any disruption in service delivery is noticed, it is important to identify the source of the problem as soon as possible and take the necessary steps for the solution. In case of any problems in this regard, we will communicate with the companies we patronise. We will provide the necessary notifications and guidance to our affected customers during the troubleshooting process.
- **Resource requirements:** There is no resource requirement to overcome this problem.

Contracts

Impact on function: Disruptions caused by technology may cause delays in the project or delivery, or delays and additional costs may increase the total cost of the contract. In addition, breach of contract due to delay may lead to legal problems, breach of contract may damage the reputation of the company.

- **Recovery procedure:** Depending on the type of problem, a solution is developed. This may involve a system update, software repair or the purchase of new hardware. We then implement the solution immediately and continue our search for a solution until the problem is resolved. To the best of our ability, we solve the problem and inform our customers without additional costs and without keeping them waiting.
- **Resource requirements:** Financial resources may be needed to purchase new hardware or software, and depending on the complexity of the problem, time may be required to resolve it. Also, if there is a breach of contract, legal advice may be required.

Staff

Impact on function: When systems or software are not working properly, staff have to spend more time and effort to complete their tasks. This leads to a decrease in overall productivity. Technology problems negatively impact customer service and lead to reduced customer satisfaction.

- **Recovery procedure:** We determine the source and extent of the problem. Depending on the type of problem, we develop a solution. This may involve a system update, software repair or the purchase of new hardware. This is followed by the implementation and testing of the solution. Staff are kept informed about the cause of the problem and the resolution process, and when the problem is resolved, our customers are contacted to inform them that the problem has been resolved.
- **Resource requirements:** Financial resources may be needed to purchase new hardware or software. Also, depending on the complexity of the problem, time may be required to solve the problem.

RECOVERY PLAN

1) Response Personnel

The recovery team is responsible for maintaining business continuity and acting upon this Business Continuity Plan to ensure minimal business disruption.

Team Leader

Berk Behcet Gerek

- Email address: berk@bgsdreamfactory.com
- Role: CEO
- Responsibilities: Leading the rescue team.

Team Members

The following are the current team members on the recovery team:

Fatma Ceren Erodabasi

- Email address: ceren@bgsdreamfactory.com
- Role: Head of Support Department
- Responsibilities: To fulfil the duties of the rescue team together with the team.

2) Relocation Strategy

A. Teams to be Relocated

- Board of Directors - At an alternate worksite

B. Details of Alternate Business Site

- Home working

3) Communications

A. Internal Communications

The staff member in charge of internal communications on the current state of recovery is:

Name	Email address	Role
Berk Behcet Gerek	berk@bgdreamfactory.com	CEO

B. External Communications

The staff member in charge of customer communications on the current state of recovery is:

Name	Email address	Role
Fatma Ceren Erodabasi	ceren@bgdreamfactory.com	Head of Support Department

REVIEW AND TESTING

This Business Continuity Plan will be reviewed every Once a Year. This Business Continuity Plan will be tested every Once a Year.