



COMDATA®

Payment Innovation

BUSINESS CONTINUITY ASSURANCE

Comdata Network, Incorporated (“Comdata”) recognizes that our customers expect reliable and timely delivery of the products and services which they have purchased. In the event a system failure or natural disaster creates a business disruption, Comdata’s responsibility is to restore services in a timely manner and to a sufficient level in order to allow our customers continuity of their daily business operations. Comdata therefore maintains a Business Continuity Program (BCP) designed to minimize the effect of any such disruption.

1. Our Primary Objectives

The primary objectives of the Comdata BCP program are to:

- Identify critical people, processes, and technologies that would need to be replicated or recovered in order to provide our products and services in the event of an emergency.
- Create a strategy to recover the ability to deliver our products and services in the event of likely emergency scenarios.
- Obtain adequate equipment and technology required to execute the strategy.
- Test the strategy on a periodic basis to help ensure it will function properly in the event of an actual emergency.

Comdata’s philosophy also focuses on disaster avoidance. Our goal is to anticipate potential interruptions to critical business processes and to employ the appropriate tools to prevent those interruptions proactively.

2. The Business Continuity Program

Comdata’s Business Continuity Program (BCP) considers the people and processes required to provide products and services to our customers. The plan is tightly integrated with the Disaster Recovery (DR) plan.

The first layer of the program revolves around Comdata’s employees. In the event of an emergency the first step Comdata will take is to determine the location and status of each of our employees in the affected area. Where possible, Comdata employees will be directed to pre-arranged alternate working facilities or to utilize virtual office technologies to “work from home”.

The second layer of the program involves ensuring the processes that Comdata employees follow can still be executed from secondary/remote locations and that the systems the processes rely upon are accessible. Comdata’s BCP will be evaluated regularly using a continuous process improvement strategy. This strategy starts with an initial business impact analysis, which is the tool used to set continuity requirements. This analysis forms the basis for the information documented within our production support plan. Once the businesses impact analysis and the production support plans are in place, contingency plans are refined and implemented to meet critical business needs..

3. The Operational Components Of Our BCP

Comdata’s Business Continuity Program (BCP) is broken down into 4 key operational components: (1) Business Recovery – Mobilization (2) Business Continuity Testing (3) Business Team Training / Management (4) BCP Maintenance.

Business Recovery – Mobilization. Comdata’s business recovery plan is designed to help restore normal business operations. This plan is managed and controlled in an effort to ensure optimum use of resources with correct prioritization applied to key tasks. The business recovery process helps to ensure smooth implementation of the continuity procedures. The Business Recovery – Mobilization will be reviewed at least annually.

Business Continuity Testing. Comdata’s business continuity plan is assessed by rigorous testing carried out in realistic conditions. The business continuity testing contains verification activities that enable the plan to stand up to most disrupted events and the plan is tested within a realistic environment, simulating conditions that would be applicable in an actual emergency. The individuals responsible for particular activities in a crisis carry out the tests.

Business Team Training / Management. Comdata’s business continuity plan-training includes specific training for the individuals who will participate in actual disaster recovery incidents and those individuals who are part of the recovery teams. Every recovery team has its own Plan Manager. Once a year the teams will test their processes, study the results of the test exercise, document the outcomes, assign actions to remediate if necessary, retest as necessary and continue process improvement efforts. This testing process will be conducted annually or ongoing as needed. The training is assessed to verify that it has achieved its objectives and is relevant for the procedures involved.

BCP Maintenance. Comdata’s business continuity plan is dynamic, on-going and evolving with the changes in products and services and the product’s method of delivery. Based upon the outcomes of our frequent evaluations, the recovery team Plan Manager can make necessary changes, update contact information and support more testing as needed. Recovery procedures are maintained in a manner so that accuracy and current relevance is of prominence.

4. BCP Operational Guarantee

Our current processes are designed for Comdata to recover in a timely manner from unforeseen disruptions due to natural and /or manmade emergencies. After establishing the health and well being of our employees, Comdata will take a staged approach to restoring our products and services to the full level our customers have come to expect - with the objective of re-establishment of operations not to exceed seventy-two hours, though it is important to understand our estimates of a complete recovery time do vary depending on the services and facilities in question.

>>> You have our assurance that continuity of business for our customers is of the utmost importance to us. We thank you for placing your trust in Comdata.