



## BUSINESS CONTINUITY PLAN EXECUTIVE OVERVIEW

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 Components Of The BCP Package

Comdata's Business Continuity Program (BCP) is comprised of 99 operational documents in addition to supplemental forms located at [\\10.2.64.249\drbcp\Comdata\\_DRBC](#) on the internal network. This document serves as an overview for the remaining 98 documents – 4 of which are summary and training documents, 47 are Business Impact Analysis documents and another 47 of which are Business Recovery Plan documents. The definitions of these documents are as follows:

**(1) BCP Executive Overview.** The BCP Executive Overview is this current document and serves as a guide to the contents of the Business

Continuity Plan Package and the methods through which each document should be utilized.

**(2) BCP for Customers.** Often times, customers request information on business continuity in the event of a disruption in service. The document entitled "BCP for Customers" is a one page, print-ready document that serves as both a marketing tool and confidence builder for Comdata customers. This document could be color printed on heavy cardstock and distributed as promotional material.

**(3) BCP for Employees.** This document is the primary operational business continuity plan document. The expectation for use of this document is that it will provide step-by-step instructions for someone first perceiving a potential need for activation of the continuity plan all the way through complete plan activation. For members of the management recovery team, logistic recovery team, and/or operational recovery teams, the document serves as an instructional guide for plan activation. This document serves to address the "call to action" and not the justification or means as to why processes have been chosen to occur in the event of a disaster.

**(4) BCP for Training.** Successful activation of the Business Continuity Plan is critical in a moment of disaster. To mitigate the likelihood of an unsuccessful activation, training manuals are provided to employees directly involved in the plan activation. BCP for Training is a 2 page document that addresses the need for training and how the training program should be implemented.

**(5) BCP Training Playbook.** A successful continuity training program typically contains mock disaster scenarios. Comdata's training program is no different. The BCP Training Playbook offers multiple scenarios and a how-to guide for the implementation, testing and analysis of the training scenarios.

**(6) BIA Document Package.** This folder of documents contains one Business Impact Analysis document per business unit. A business unit is defined as a unit of a particular department that likely has a direct manager in oversight of the unit's daily operations. An example is Finance: Credit & Collections where as Finance is the department, credit is a distinct business unit and collections is a distinct business unit.

**(7) BRP Document Package.** This folder of documents contains one Business Recovery Plan document per business unit. During the activation of the BCP, the operational recovery team is alerted and instructed on how to implement each BRP within their respective business unit. A business unit is defined as a unit of a particular department that likely has a direct manager in oversight of the unit's daily operations. An example would be for the Finance department - where Finance is the department, Credit is a distinct business unit and Collections is a distinct business unit.

**(8) Forms Folder.** This folder contains electronic copies of any and all forms that may be required to maintain continuity of business in the event of a disaster. These forms may overlap business units, so required forms as referenced in the BCP or business unit BRPs should be retrieved by a standard naming convention.