



PRIME HOLDING

Business Continuity Plan Summary
Features and guidelines
Crisis Management Plan and Disaster Recovery Plan

(Detailed Crises Management Plan and Disaster Recovery Plan is made and is being used internally by designated staff only- This is just a summary guideline to give the reader and the Website surfer a broad view of Prime's plan and must not be copied or used otherwise)

September 2011

Business Continuity Plan

INTRODUCTION:

This plan seeks to provide clear guidelines in the event of any crisis, which may threaten the safety of Prime' staff, the security of its assets, the continuity of its operations and the reputation of the company. In order to respond rapidly and effectively to such a situation, personnel responsible to execute this plan must be familiar with their roles and this plan.

This plan contains a framework for the Management and places control in the hands of small teams of key personnel reporting to the PH CEO for initiating rapid, coordinated and effective action.

In order to protect Prime's customers and shareholders interest, it is important that each business unit in the company must be able to meets its obligations.

The business continuity plan of each business unit provides the ability to carry out function critical to the survival of the company should an event occur which interrupts the normal course of operations.

The business units examine the consequences of an incident that may interrupt their ability to provide their services to the customers, including inter departmental dependencies of critical operations and support to determine the impact of the loss of services.












The individual plan must have a definite strategies and guidelines for the resumption of the initial business activities within specific time period. The respective Department head must approve these plans and a copy forwarded to Risk Management.

In order to ensure consistency of Business Resumption procedures across all business groups, a simple checklist has been designed. It is the responsibility of the Business Unit Head to ensure that he/she can answer every question in the list in the affirmative, thus certifying readiness for implementing the procedures. All critical pre-requisites are covered. Please find annexed the certificate required to confirm their preparedness to meet with any crisis situation.

In order to ensure, safety of the staff and customers, an Emergency Evacuation Plan has also been developed in order to respond rapidly and effectively to such a situation to avoid human losses & mess. Wardens responsible to execute this plan must be familiar with their roles and responsibilities.

Business Continuity Plan

PLAN OBJECTIVES:

-  To reduce disruptions to normal operations and ensure organizational stability.
-  To protect Prime's assets and to minimize potential financial loss or exposure.
-  To ensure the health, safety and welfare of staff and customers.
-  To maintain effective communication with staff, customers, media, Government and other regulatory bodies.
-  To reduce regulatory and legal risk.
-  To restore the business to its normal operations as quickly as possible.
-  Provide a means of notifying employees, customers and local authorities of an emergency situation.
-  Provide for a safe and orderly method of evacuation of employees and customers.
-  Account for all employees who occupied Prime's premises at the time of evacuation, should one occur.
-  Avoid panic/mess and stumped.
-  Protect the company's assets and to minimize potential financial loss or exposure.

Business Continuity Plan

THE CRISIS MANAGEMENT TEAM:

CEO and CFO have the full authority to activate the Crisis Management Team, in which all Business Unities are presented, partially or fully based on the nature of the crisis.

THREATS:

Natural: Storm, earthquake, lighting and flood.

Technical: System & application failure, viruses and communication failure.

External: A war like situation, missile attack, civil unrest, bomb threat, and armed robbery.

Internal: Fire, loss of back up power (UPS/Generator), water leakage and air-condition system failure.

RESPONSIBILITIES:

- Call an initial meeting.
- Obtain all relevant information
- Decide initial actions & objectives to contain the situation.
- Activate Emergency Control Center if required.
- Review security arrangement and notify government authorities.
- Consider whether additional staff should be deployed to the affected area to provide assistance.
- Inform staff of the crisis, if appropriate and warn not to talk to media, customer or any third person.
- Nominate a spokes person, if necessary and prepare an initial press release.