

S N C E



Policy

## **BUSINESS CONTINUITY AT S'NCE GROUP**

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S'nce Group helps Companies and Institutions in enhancing their Business through digital communication and, in particular, through new media, by providing services and consultancy ranging from strategy definition to creativity to the development of interactive applications, while respecting the security of the information managed.

To this end, the Company Management has decided to implement the Business Continuity Plan (BCP) according to the ISO 27001 standard, in order to guarantee the continuity of the delivery of the main business processes, following an event that renders the premises unusable (for example: fire, explosion, blackout, heating or air-conditioning system failure, data or telephone line failure, etc.).

The Business Impact Analysis (BIA) provided results that determined the actions to be taken in case business processes need to be restored.

The definition of specific recovery strategies allows each business function to identify the minimum requirements and resources needed to recover its critical assets, in terms of locations and equipment, people, data and documents, technologies, and supplier products/services.

It also allows the definition of an action plan, capable of ensuring greater resilience (prevention and protection) of critical processes/assets as well as data, ensuring compliance with EU Regulation 2016/679 (General Data Protection Regulation - GDPR) and the Swiss Federal Act on Data Protection (FADP).

## **BCP Governance**

The Company Management has implemented a Business Continuity Management (BCM) strategy through precise guidelines:

- Analysis of business processes and the resources required to carry them out.
- Identification and planning of resources essential to business continuity.
- Organisation of activities to ensure business continuity.

and clear objectives:

- Minimising the extent of damage and risk.
- Security guarantee for customer data.
- Ensuring business continuity of Customer systems and personnel.
- Organisation of activities to ensure business continuity.

The BCM process, through periodic reviews, maintains the necessary adequacy over time.

The efficiency of the process is also guaranteed by an internal team (constantly updated and trained through periodic simulations), supported by the Company Management and able to manage emergency situations and procedures to restore normality

## **Core processes for operations**

Since Group has outlined the set of processes considered as a priority, based on the guarantee of full business operations towards the customer:

- Projects and Change Requests development.
- Incident management & Data breach notification.
- Maintenance of data security.
- Management of reception and incoming calls (telephone/e-mail) via answering machine or diversion to alternative number.

The Company manages all core processes via cloud-based tools, whose availability is therefore guaranteed also in case of extra-ordinary events affecting the operations site. Any locally available tools are restored through backups stored in cloud resources.