



Business Continuity Plan (BCP)

A summary view of BluJay's business continuity plan for our mission-critical solutions.

The full BluJay Business Continuity Plan is an internal-only document, however we are providing the plan's purpose, summary, and key topics below for your visibility.

Purpose

We know our solutions are mission-critical to your operation. With that in mind, we developed a Business Continuity Plan (BCP) to ensure we can support our customers regardless of the disruption.

The plan prioritizes the health and safety of our employees while ensuring our customers remain supported throughout the duration of the disruption. We are confident in our readiness. If you have specific questions, please do not hesitate to reach out to your BluJay representative.

Summary

Our Business Continuity Planning is led by an executive committee that meets regularly to ensure we are up to date on potential threats to the business and whether our current policies are sufficient to handle the situation. We have made significant investments to ensure we are flexible enough to support our customers throughout a disruption. All (100%) of our employees around the world have laptops and can work remotely if the need arises. In addition, 100% of our systems can be accessed via the cloud, which means there will be no gap in service if travel is restricted or office locations become inaccessible.

In addition, the complete plan addresses the following topics in greater detail:

- › BCP executive committee overview
- › Key process and business functions
- › Supplier and customer management
- › File storage, sharing and disaster recovery
- › Communications - internal and external
- › Roles and responsibilities by region
- › Leadership continuity