Business Continuity Policy

Scope of the Business

This policy covers the scope of all Group Solutions Limited Companies (Kings) including:

- Kings Security Systems Ltd T/A Kings Secure Technologies
- Kings Guarding Solutions Ltd
- East Fire Extinguishers & Alarms UK Ltd T/A E-fire
- Silver UK Ltd T/A Silver Group
- Cougar Monitoring Ltd T/A K-SOC
- Quidvis Ltd

Introduction

Kings is committed to providing the best possible experience to its customers and the best possible relationships with Employees, Internal and External Stakeholders and Suppliers.
At Kings we believe the way in which we plan, prepare, and respond to incidents is key to our overall effective recovery and continuance. Business Continuity plays a critical part our operational planning environment.

To ensure the consistent availability and delivery of its products and services, Kings has developed a Business Continuity Management System ('BCMS') to which this policy outlines management commitment.

Purpose and Scope

The purpose of the Business Continuity Policy is to provide a framework for setting Business Continuity objectives, compliance to legal and regulatory requirements and to demonstrate the commitment of management to the continual review and improvement of the business continuity management system.

This policy applies to all sites, services, and employees.

Policy

In order to ensure our continuity of service Kings has set principles which form part of our Business Continuity planning.

1. **Risk Identification and Assessment**: We prioritise the identification and assessment of potential risks and threats that could impact our business operations. By conducting comprehensive risk assessments, we gain insights into the likelihood and potential impact of scenarios, allowing us to prioritise resources and efforts accordingly.
2. **Business Impact Analysis (BIA):** Understanding the critical functions and dependencies within our organisation is essential for effective business continuity planning. Through BIA, we identify key processes, resources, and dependencies, enabling us to prioritise the allocation of resources and develop targeted recovery strategies to minimise disruptions.
3. **Resilience and Redundancy**: We are committed the importance of building resilience into our operations by implementing redundant systems, processes, and resources. By establishing backup systems and redundancies we increase our ability to withstand disruptions and maintain continuity of critical functions during adverse events.
4. **Clear Roles and Responsibilities**: A clear understanding of roles and responsibilities is essential for effective response and recovery. Our BCP clearly identifies specific roles and responsibilities for key personnel and teams, ensuring clarity and accountability throughout the business continuity process.
5. **Communication**: Effective communication is paramount during a business continuity event to ensure timely communication of information and coordination of response. We commit to transparent communication both internally and externally, facilitating effective decision-making.
6. **Training and Awareness**: We recognise the importance of ongoing training and awareness to prepare our employees for potential disruptions. Regular test exercises and awareness training help familiarise staff with our BCP processes.
7. **Continuous Improvement**: Business continuity is an ongoing process that requires regular review, evaluation, and refinement. We are committed to continuous improvement of our BCP through post-incident reviews, lessons learned exercises, and periodic updates to adapt to evolving risks, technologies, and business environments.
8. **Compliance**: Our BCP is developed and implemented in accordance with relevant regulatory requirements, industry standards, and best practices and contractual requirements. We maintain robust internal structures to oversee the effectiveness of our business continuity planning and ensure alignment with company objectives and regulatory requirements.

With input from each department the Company has prepared a current and comprehensive Business Continuity Plan (BCP21).

Certain departments, such as Information Technology (IT), are also responsible for Disaster Recovery Plans ('DRP') to ensure that any damage or disruptions to critical assets can be quickly minimized and that these

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assets can be restored to normal or near-normal operation as quickly as possible. The DRP forms part of the overall BCP.

Kings work towards the framework of ISO 22301. Our objectives are set in line with the Business Strategy and the requirements of ISO 22301. These objectives are communicated to all employees and reviewed annually.

We recognise the importance of an active and fully supported BC program to ensure the health and safety of its employees and the continued availability of production and delivery of quality goods and services for customers and other stakeholders.

The company requires the commitment of each employee, department, and supplier in support of the activities required to protect Company assets, mission, and resilience.

Confidentiality of the BCP

The company understands the critical nature of the services which it provides and the need for confidentiality within the BCP.
Our BCP contains sensitive information critical to the continuity and resilience of our operations. The Business Continuity Plan (BCP21) is intended solely for the internal use and is available to internal personnel for the purpose of facilitating business continuity planning, response, and recovery efforts.

All employees with access to BCP21 must ensure strict confidentiality is upheld at all times.

- Recipients must refrain from disclosing any information contained within the plan to unauthorised persons. This includes but is not limited to sharing the BCP with external parties, discussing its contents in public forums, or reproducing its contents without authorisation from a Director of the Business or the Compliance Team
- Access to the BCP is restricted to personnel with a legitimate business need for the information. Recipients must not allow unauthorised individuals to access or view the BCP.
- Recipients may only use the information contained in the BCP for authorised business continuity planning, response, and recovery activities within the scope of their roles and responsibilities.
- Recipients must take appropriate measures to safeguard the BCP from unauthorised access, theft, or loss. This includes storing the document in secure locations, using encryption or password protection where applicable, and exercising caution when sending the document electronically.
- Non-Disclosure Agreement (NDA) Compliance: Recipients who are parties to a non-disclosure agreement (NDA) with Kings are reminded of their obligation to comply with the terms of the NDA, which may impose additional restrictions on the use and disclosure of confidential information, including the BCP.

Leadership

Bob Forsyth (CEO) is designated as the BC Lead Co-ordinator and has overall responsibility for the approval of BC Plans. Delegation of Authority of this role is to the next available BC Lead as detailed in the BCP.

Policy Compliance

All Business Continuity Plans are reviewed for continued suitability and appropriateness through Internal Audits and during post-test and post-incident reviews.

Failure to comply with company policies and procedures could result in disciplinary action.

Responsibilities

All department heads are considered BC Co-ordinators within Kings and are responsible for business continuity (and, where appropriate, disaster recovery) for their area and are required to have a documented BCP.

The role of BC Administrator has been delegated to the Compliance Team who have documented the Business Continuity Management System including specifically defined roles and responsibilities for the system.

Bob Forsyth
Chief Executive Officer

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