

Bonfire Business Continuity Policy

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Introduction

The following consists of a general Business Continuity Policy that represents governance of contingency plans for certain business-impacting outages and vendor disruption of service.

Business Continuity Policies

- Bonfire performs testing of this Business Continuity Plan (BCP) on an annual basis.
- Whenever the BCP is enacted, it must be followed up with a retrospective in order to identify lessons learned and playbooks needing creation or modification.
- Business Impact needs to be considered upon onboarding new, business-critical vendors. This is outlined in the Vendor Management policy.

Business Continuity Plan

Alternate Business Location

Due to the distributed nature of Bonfire's services, if Bonfire's physical office is unavailable, employees have the option and computing capability to work from a remote location. A remote location may include:

- The employee's home
- A shared/communal office space (e.g. Communitel)
- An appropriate location that has access to reliable Internet connectivity.

Disaster Recovery Plan

The [Bonfire Disaster Recovery Plan](#) contains procedures for technological disaster recovery. Procedures are defined around identification and evaluation of disasters, mitigation of damages, communication, recovery, and post recovery activities. The plan provides a framework and guidance but in the event of an actual disaster modifications may be made as deemed necessary to deal with the specifics of the event.

Bonfire is committed to providing a reliable and fault-tolerant service to its customers. To achieve this Bonfire will:

- Create and maintain a formal disaster recovery plan (See Bonfire Disaster Recovery Plan).
- Design the plan to encompass all essential infrastructure elements.
- Review and update the plan periodically and as needed to account for changing circumstances.
- Ensure all staff involved in, and affected by, the disaster recovery plan are aware of the plan and their role in it.
- Test the plan periodically to ensure that it can be implemented in the event of an actual disaster and that it is effective.



Customer Communication

Details of how Bonfire communicates business continuity, disaster recovery and service impacts to customers can be found in the Bonfire Communication Standards Policy.

Insurance

Bonfire has insurance in place in case of disruption or disaster. Insurance is through Berkley Insurance Company with policy number BC02293.