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SCHEDULE B2**BUSINESS CONTINUITY****Version History**

Version No.	Date	Comments
1.0	31/08/06	Agreed version as at date of signature of CCN 1200
6.0	15/06/09	Moving all schedules to V6.0 as agreed with Fujitsu
6.1	31/03/10	Applying changes as per CCN1276a
7.0	10/05/10	Moving all schedules to V7.0 as agreed with Fujitsu
8.0	21/02/12	Moving all schedules to v8.0 in accordance with CCN1294d
9.0	13/01/14	Moving all Schedules to v9.0 in accordance with CCN1349
10.0	10/09/15	CCD Update and moving all Schedules to v10.0 in accordance with CCN1506
11.0	31/03/16	Applying changes as per CCN1423c and moving all Schedules to V11.0 in accordance with CCN1604
12.0	03/07/17	Applying changes as per CCN 1610 and moving all schedules to V12.0
13.0		Updating as per CCN1616b, CCN1617a and moving all Schedules to v13.0
14.0	20/12/2021	Updating as per CCN1648b, CCN1672a and moving all Schedules to v14.0
15.0	25/04/2024	Moving all Schedules to V15.0

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SCHEDULE B2

BUSINESS CONTINUITY

1. GENERAL

- 1.1 Fujitsu Services shall ensure that the Applicable Services are supported by Business Continuity Plans. Where requested by Post Office and agreed by Fujitsu Services (such agreement not to be unreasonably withheld) Fujitsu Services shall ensure that new services are supported by Business Continuity Plans.
- 1.2 Except in relation to the Payment and Banking Service, Fujitsu Services shall provide Post Office with a copy of every Business Continuity Plan, as and when created. Without prejudice to Fujitsu Services' obligations in respect of the Business Continuity Plans set out in this Schedule B2, the Business Continuity Plans shall not be subject to Post Office approval. For Payment and Banking Service Fujitsu Services shall provide to Post Office on request a high level oversight of its Business Continuity capability in the format of a matrix summary via remote access only
- 1.3 Fujitsu Services shall ensure that the Business Continuity Plans for the Applicable Services are compatible with the overall service continuity framework set out in the CCD entitled "*HNG-X Business Continuity Framework*" (SVM/SDM/SIP/0001).
- 1.4 Ownership of all contingency actions shall be identified in the Business Continuity Plans. Contingency actions to be undertaken by Post Office in the event a Business Continuity Plan is activated, shall be agreed by the Parties before inclusion in that plan.
- 1.5 The Business Continuity Plans shall include activation procedures and time periods within which the contingency measures shall be activated.
- 1.6 The testing strategy for Business Continuity Plans shall be in two distinct parts:
 - 1.6.1 initial testing before commencing the implementation of new services introduced under the Change Control Procedure; and
 - 1.6.2 regular testing of relevant Service components.
- 1.7 Except in relation to the Payment and Banking Service, the Business Continuity Plans, the scheduling of regular tests and the review of such tests shall be subject to joint periodic review (at least four times per year) by the Business Continuity Managers, the findings of such reviews to be reported to the Service Management Relationship.
- 1.8 When a contingency or continuity operation is invoked as a result of a fault in the Applicable Services provided by Fujitsu Services, then the provisions of the relevant Service Description(s) that are affected shall continue to apply.
- 1.9 Fujitsu Services shall co-operate with Post Office and provide such assistance as is reasonably requested by Post Office for the purposes of business continuity and fail-over testing of End to End Services (excluding the elements of End to End Services provided

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by Fujitsu Services). In the event that such co-operation and assistance is requested by Post Office, Post Office and Fujitsu Services shall agree the method of working and the periods for, timing and frequency of such testing so as to minimise disruption and risks to the operation of the HNG-X Services and/or the HNG-X Service Infrastructure. Fujitsu Services' charges in respect of such co-operation and assistance (which shall be paid by Post Office to Fujitsu Services) shall be calculated on a time and materials basis using Fujitsu Services' rates as set out in paragraph 10.4 of Schedule D1.

1.10 Fujitsu Services shall comply with its obligations (if any) set out under the section entitled "Business Continuity" in the Service Descriptions.

1.11 Fujitsu Services shall carry out an annual assessment of its Business Continuity Plans for the Payment and Banking Service, comprising an awareness, training and exercise & testing programme. Fujitsu Services will ensure that suitable actions are taken to remediate any issues that are identified and shall promptly implement lessons learned and update its Business Continuity Plans as appropriate. Any results of any testing undertaken can be shared via remote facilities, however no actual copies will be supplied to Post Office

1.12 Fujitsu Services shall undertake an independent audit of its Business Continuity Plans for the Payment and Banking Services to ensure that they are compliant with ISO 22301:2019

2. **PLAN UPDATES**

2.1 Fujitsu Services shall update the CCD entitled "HNG-X Business Continuity Framework" (SVM/SDM/SIP/0001) to include any:

2.1.1 references to new Business Continuity Plans and/or tests necessary to reflect:

2.1.1.1 any new services introduced under the Change Control Procedure (other than in the case of Payment and Banking Services for which a separate high-level matrix Business Continuity Plan will be shared with Post Office remotely); and

2.1.1.2 changes to Applicable Services brought about as a result of the introduction of new services,

and shall submit that updated CCD to Post Office (for agreement) by the applicable date specified in the relevant project plan (if any) or otherwise agreed between the Parties; and

2.1.2 changes to references to Business Continuity Plans and descriptions of tests (to the level of detail required in the CCD entitled "HNG-X Business Continuity Framework" (SVM/SDM/SIP/0001)) necessary to reflect changes to any Applicable Service such updates to be submitted to Post Office at such times as the changes take place.

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2.2 All updates to the CCD entitled "HNG-X Business Continuity Framework" (SVM/SDM/SIP/0001) submitted to Post Office in accordance with paragraph 2.1 are subject to agreement by Post Office, such agreement not to be unreasonably withheld.

3. **MISCELLANEOUS**

3.1 In the event of any major business continuity incident ("MBCI"), and when agreed necessary by Post Office and Fujitsu Services' Business Continuity Managers for potential MBCIs, Fujitsu Services shall provide a report according to the principles set out in the Working Document entitled "Operational Level Agreement for Business Continuity between Post Office Ltd and Fujitsu Services" (CON/NGN/005).

4. **Removed by CCN1648b**

5. **Paragraph removed by CCN1610**

5.1 Not Used

5.2 Not Used

5.3 Not Used

6. **ASSOCIATED DOCUMENTS**

6.1 The following CCDs are associated with this Schedule B2:

	Document Reference	Document Title
1	SVM/SDM/SIP/0001	HNG-X Business Continuity Framework
2	Not Used	Not Used
3	Withdrawn in CCN1616b	
4	Not Used	Not Used

6.2 There are no CRDs associated with this Schedule B2.