BlueYonder

Blue Yonder's Business Continuity Management Program

How does Blue Yonder respond to natural disasters or other unplanned incidents?

Business Continuity Management (BCM) is critical to Blue Yonder's success. Its implementation is vital to take care of our associates, our clients, and the overall long-term viability of our operations. We therefore have a BCM program which is activated when our business is confronted with natural disasters, technological failures, human error or other unplanned incidents. **In order to organize a successful response, decisions are organized into four categories that follow a lifecycle framework:**

1. Identify: Risk Assessment

Correctly determining the risks facing any organization's operations is essential for creating relevant business continuity plans. Risk assessment enhances Blue Yonder's strategic decision-making abilities and increases awareness of threats and vulnerabilities, which helps us make informed decisions.

2. Analyze: Business Impact Analysis

BIA is the cornerstone of the BCM Program. It is an activity that identifies Blue Yonder's mission-critical business functions, processes, services, and the resources required to recover the activities in a timely manner. Our BIA is aimed at reducing overall operational and financial impacts, reducing potential losses, and enhancing our business operations.

### 3. Create: Strategy & Plan Development

BIA and Business Continuity strategy are key inputs for planning resilience of Blue Yonder's operations. It details how we will continue to perform its essential functions during a wide range of events that could impact normal operations. Some of our strategies include geographical spread, secondary data centers, migration to cloud-based services, and outsourcing part of IT operations.

4. Measure: Test, Train & Maintain

The testing and exercising of the plans and procedures are vital for successful mission-critical function recovery during disruptive business events. Our resources know what to do, whom to call, where to go, how to communicate and how to perform critical tasks, to ensure that we recover within the planned timeframe.

- Test-through tabletop and walkthrough exercises
- Train-through robust training and awareness programs
- Maintain-through ongoing and yearly evaluation

Business Continuity Lifecycle
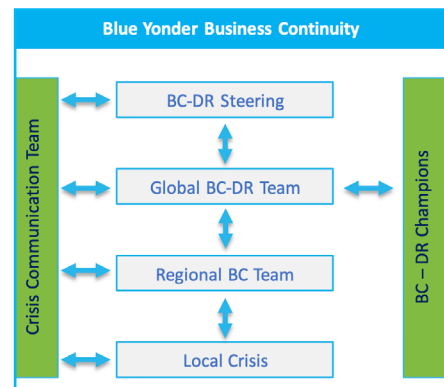
Management Commitment

Blue Yonder's commitment for Business Continuity is evident with the presence of our executive leaders in the Business Continuity Steering Committee. They oversee the program management and are the final decision makers during any crisis.

If you need further information, please get in touch with your Blue Yonder representative