

T. L. GIAM ADJUSTERS SDN. BHD.

(Company No.: 94485-U) (AJUSTER BERLESEN)

B3-8 Block B, Plaza Dwtasik, Bandar Sri Permaisuri, Jalan Sri Permaisuri, 56000 Kuala Lumpur.

Tel: 03-91712699 (Hunting Line) Fax : 03-91740959

E-mail : admin@tlga.com.my

BUSINESS CONTINUITY PLAN

Introduction

The purpose of this business continuity plan is to prepare in the event of disaster caused by factors beyond our control (e.g., natural disasters, manmade events, cyber-attacks, etc.), and to restore operations to the widest extent possible in a minimum time frame to prevent service outages.

Disaster definition

Any loss of utility service (power, water) or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in the service provided by operations.

Disaster declaration

The Emergency Management Team is responsible for declaring a disaster and notifying all employees and appropriate external parties.

Emergency Management Team (EMT)

- Chief Executive Officer
- Operations/Admin Manager
- Motor Manager (HO)
- Motor Manager (Branch)

External communications

C.E.O is designated as the principal contact for communicating with external customers, Insurer, workshop, regulatory agency, government agencies and other external organizations following a formal disaster declaration if applicable.

Internal and service providers communications

Operation/Admin Manager is designated as the principal contact for internal employees, service providers, IT support and other external organizations related to operation issues following a formal disaster declaration if applicable.

Employees/Customers/Service Providers Call List

Using the following call list, EMT to inform them of the situation. If known, advise as to when operations will be restored or what actions will be taken to restore operations.

1. Staffs Directory Call List
2. Insurer Directory Call List
3. Vendors Directory Call List

Emergency Contact

EMT Responsibility and Contact Info: -

Name	Position	Role/Responsibility	Email address	Hand phone
Darryl Liew	CEO	Communication to insurer/customers about status of service.	darryl@tlga.com.my	0124210445
Allan Lee	Operation, Manager	Communication to employees/service provider about where to reporting to work.	allan@tlga.com.my	0122113832
Wong Kok Horng	Motor Manager (HQ)	Communication to all adjusters (HQ) about where to reporting to work.	khwong@tlga.com.my	0123948231
Jeff Chiow	Motor Manager (Branch)	Communication to all adjusters (Branch) about where to reporting to work.	jeff@tlga.com.my	0162867997

Employees' responsibilities

All employees should familiarize themselves with the contents of this plan

All employees should be given an updated call list by EMT

All employees are required to follow instruction given by EMT following the disaster declaration

All employees are to standby to work from HOME following the disaster declaration.

All employees are to be given a password to be able to access into Company's server and Email

Restore Operating Systems

EMT to ensure the following system are to be restored as soon as possible: -

1. Company Server
2. Company Email System
3. Merimen System
4. SQL Accounting & Payroll System

Annual Review

This plan needs to be kept current and review annually to ensure the updated information was reviewed for accuracy.