

## Program Administration

**Scope:** All Macrotech Marketing Associates (MMA) offices, Supporting Factories, Vendors, Subcontractors and production sites, worldwide.

**Objective:** To ensure continuity of all vital business functions, including manufacturing, sales, customer service, information technology (IT), and finance, in the event of natural and man-made disasters, and other unplanned events that threaten our business function.

**Assumptions:** The plan will keep all vital operations of our business operative during the event.

## Business Continuity Organization

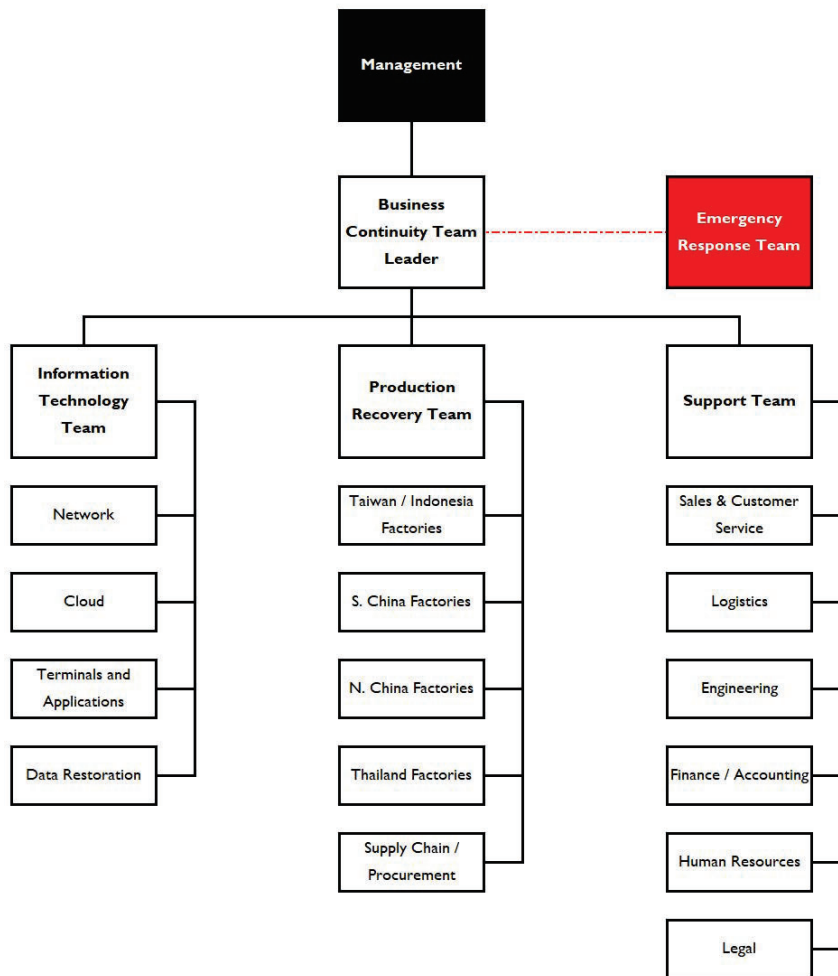


Figure I. Macrotech Business Continuity Team Organization Chart

Team	Member Name	Email	Work Phone	Mobile Phone
Management	Anthony Prom	<a href="mailto:aprom@macrotechmarketing.com">aprom@macrotechmarketing.com</a>	+1 (408) 200-4000	+1 (408) 200-4000
Business Continuity Lead	Jim Johnson	<a href="mailto:jjohnson@macrotechmarketing.com">jjohnson@macrotechmarketing.com</a>	+1 (408) 200-4000	+1 (408) 200-4000
Emergency Response Lead	Darren Moberly	<a href="mailto:dmoberly@macrotechmarketing.com">dmoberly@macrotechmarketing.com</a>	+1 (408) 200-4000	+1 (408) 200-4444
Information Technology	Mike Kane	<a href="mailto:mikane@macrotech.com">mikane@macrotech.com</a>	+1 (408) 200-0111	+1 (408) 200-0111
Production Recovery	Paul Chen	<a href="mailto:pchen@macrotechmarketing.com">pchen@macrotechmarketing.com</a>	+86 21 21100000	+86 171 110000
Production Recovery	Matthew Yan	<a href="mailto:mattyan@macrotechmarketing.com">mattyan@macrotechmarketing.com</a>	+86 21 21100000	+86 855 866000
Production Recovery	Jasmine Wang	<a href="mailto:jwang@macrotechmarketing.com">jwang@macrotechmarketing.com</a>	+86 21 21100000	+86 21 21100000
Production Recovery	Jason Liang	<a href="mailto:jliang@macrotechmarketing.com">jliang@macrotechmarketing.com</a>	+86 755 27700100	+86 138 00118718
Production Recovery	Frank Liu	<a href="mailto:frankliu@macrotech.com">frankliu@macrotech.com</a>	+86 21 21100000	+86 14007 88000
Production Recovery	Dennis Zeng	<a href="mailto:denniszeng@macrotech.com">denniszeng@macrotech.com</a>	+86 755 27700100	+86 755 27700100
Support	Nicole Prom	<a href="mailto:nprom@macrotechmarketing.com">nprom@macrotechmarketing.com</a>	+1 (408) 200-4000	+1 (408) 200-0000
Support	Darren Moberly	<a href="mailto:dmoberly@macrotechmarketing.com">dmoberly@macrotechmarketing.com</a>	+1 (408) 200-4000	+1 (408) 200-7100
Support	Debbi Burkett	<a href="mailto:dburkett@macrotechmarketing.com">dburkett@macrotechmarketing.com</a>	+1 (408) 200-4000	+1 (408) 200-1200
Support	R.M. Lao	<a href="mailto:rlao@macrotechmarketing.com">rlao@macrotechmarketing.com</a>	+86 21 21100000	+86 852 2990100

## Business Impact Analysis

In July 2018, MMA completed its biennial Business Impact Analysis (BIA) update. (Refer to MMA BIA\_Rev12) In summary, the BIA identified:

- The time frames in which essential business operations must be restored to full functionality following a disruptive event.
- The business impact of not performing critical business operations based on a \*worst-case scenario (\*physical infrastructure supporting each respective business unit not accessible within 30 days.)
- The resources and processes required to resume business operations to a functioning level.

## Business Continuity Strategies & Requirements

MMA BIA\_Rev12 detailed the complexity of recovery for all business units. From this analysis, MMA formed recovery procedures, resource requirements, and logistics for execution of the recovery strategies, including:

1. The minimum number of personnel required for recovery operations at every level and the opportunities for telecommuting.
2. Critical business functions, business unit processes and the Recovery Time Objective for each business unit, detailing the maximum allowable time a process can be inoperative following a disruptive event.
3. Contingency plans related to IT requirements, using manual workarounds to mitigate the disruption caused if disrupted technology capabilities are not able to meet the requirements of the business unit.
4. Shifting production from one facility to another.
5. Increasing manufacturing output at operational facilities.
6. Prioritization of production and reallocation of existing inventory,
7. Contracting with third parties.

## Manual Workarounds

MMA's global structure and reliance on technology make manual workarounds inefficient, under normal circumstances. However, they are fundamental to the BC/DR program. MMA has identified the steps of every critical automated process, creating manual intervention points, where possible.

- At manufacturing sites, manual processes are identified and followed under the control plan for each site.
- Data collection forms capture information and define processes for manual handling of the information collected and control logs document transactions and trace their progress through the manual system.
- Staff is trained for reassignment possibilities and temporary assistance when manual labor is needed.

### Incident Management

MMA's Incident Response Plan (*MMA IRP\_Rev8*) allows us to monitor, react and manage any scenario. It focuses on a coordinated response to significant operational disruptions, making it possible to invoke continuity strategies quickly and effectively.

- Monitoring tools and designated individuals initiate the incident alert.
- Incident is automatically escalated, based on pre-defined parameters.
- Business continuity plan is activated globally, based on escalation level.
- Damage assessment and situation analysis by each Business Continuity Team is initiated.
- Recovery plan ensures continuity of all vital business functions.
- Post-incident analysis and continuity plan update.

### Training, Testing & Exercising

- Training curriculum provided in MMA Employee Handbook (*MMA EHB\_Rev10*)
- Annual test of incident monitoring and reporting executed by designated personnel at each site.
- Annual review of incident management and recovery procedures for employees conducted by Business Continuity Team Leaders

### Program Maintenance and Improvement

- MMA completes a biennial BIA and revises the BCP, as needed, based on current requirements.
- Annual tests of monitoring and reporting.
- Annual review of processes and procedures.
- Post-incident analysis plan updates, as needed, in addition to corrective action program to address deficiencies.

## Appendix

### References to Related Policies & Procedures

- MMA Business Impact Analysis (*MMA BIA\_Rev12*) - *Company Confidential* [NOT FOR EXTERNAL DISTRIBUTION]
- MMA Business Continuity Team Organization Chart
- MMA Incident Response Plan (*MMA IRP\_Rev8*) - *Company Confidential* [NOT FOR EXTERNAL DISTRIBUTION]
- MMA Employee Handbook (*MMA EHB\_Rev10*) - *Company Confidential* [NOT FOR EXTERNAL DISTRIBUTION]

### Supporting Factories, Vendors & Contractors

Manufacturing Site	Site Code	Commodity	Alternative Site(s)	Management Contact	Contact Information (Phone / Email)
Fremont, USA	CCN	Cable Assembly, Warehouse	LRS, MLU, SBM	John Smith	See MMSA SCM Directory
Kunshan, China	CMC	Power Cords, Extrusion	KKD, SMN, SBJ	Michael Chen	See MMSA SCM Directory
Shenzhen, China	GBS	PCB	KCS	Willy Hsu	See MMSA SCM Directory
Huizhou, China	GDG	FFC	LRS	William Huang	See MMSA SCM Directory
Taoyuan, Taiwan	KCS	PCB/PCBA	GBS, LTN	Michael Chen	See MMSA SCM Directory
Shenzhen, China	KKD	Power Cords	CMC, LRS, SMN	John Liu	See MMSA SCM Directory
Semarang, Indonesia	LKS	Cable Assembly, Extrusion	LRS, SBJ	Willy Hsu	See MMSA SCM Directory
Rajasthan, India	LRI	Cable Assembly, Power Cords, Automotive	CMC, LRS	Thomas Tsai	See MMSA SCM Directory
Shenzhen, China	LRS	Cable Assembly, EMS, Medical, Automotive	LKS, MLU, SBJ, SBM	John Liu	See MMSA SCM Directory
Shenzhen, China	LTN	PCBA, EMS	KCS, LRS, LTN	John Liu	See MMSA SCM Directory
Shenzhen, China	MLU	Cable Assembly	CCN, SBM	John Liu	See MMSA SCM Directory
Bangkok, Thailand	MXT	Medical, Connectors, Cable Assembly	LRS, NEX, SBJ	Robert Wumpasari	See MMSA SCM Directory
Kaohsiung, Taiwan	MYN	Metals	WMG	Willy Hsu	See MMSA SCM Directory
Guangzhou, China	NEX	Connectors, Plastics, Metals	MXT	John Chen	See MMSA SCM Directory
Jiangyin, China	SBJ	Cable Assembly, Medical, EMS, Extrusion	LRS, SBM	Michael Huang	See MMSA SCM Directory
Miaoli, Taiwan	SBM	Cable Assembly, EMS, Medical	CCN, LRS, SBJ	John Liu	See MMSA SCM Directory
Suzhou, China	SMN	Power Cords	CMC, KKD, LRS	John Liu	See MMSA SCM Directory
Dongguan, China	SUD	RF Coax Cables, Antennas, Power Harnesses	LRS, SBJ	John Chen	See MMSA SCM Directory
Suzhou, China	VEN	Copper Clad Laminate	GBS	Willy Hsu	See MMSA SCM Directory
Dongguan, China	WMG	Metals	MYN	John Liu	See MMSA SCM Directory



**Revision History**

Revision No.	Date	Description of Changes	Authorization
A	4/1/2007	Initial Release	AP
B	5/15/2008	Updated for 2008 Summer (Beijing) Olympics	AP
C	10/16/2016	Updated Factory / Manufacturing Site Information	AP
D	3/18/2020	Included Pandemic (Covid-19) Updates	AP

**Plan Distribution & Access**

This plan, along with the Incident Response Plan (IRP) will be distributed to members of the business continuity team and management. A master copy of the document will be maintained by the business continuity team leader. Some portions of this plan, as noted, and the entire IRP are Company Confidential.

Print copies of the IRP are available at the emergency operations center (EOC) at each site.

An electronic copy of the IRP is saved on the MMA cloud with access granted to all employees.

Electronic copies are secured on-site for printing on demand and in the MMA cloud.