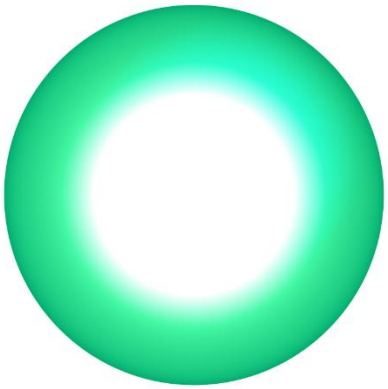


Supplier Policy
Business Continuity Management (BCM)

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SCOPE

All One New Zealand procurement agreements with Suppliers.

1 POLICY

1.1 Introduction

One New Zealand (One NZ) is committed to maintaining an appropriate level of operational resilience and to ensuring the continuity of critical products and services in the event of disruption. In support of this commitment, One NZ requires its suppliers to maintain effective Business Continuity Management (BCM) arrangements that are proportionate to the nature, scale, and criticality of the services provided to One NZ.

This Supplier Policy sets out the minimum BCM requirements applicable to suppliers, including the establishment and maintenance of appropriate continuity and recovery arrangements, periodic testing of Business Continuity Plans and, where applicable, Disaster Recovery capabilities, and the prompt notification to One NZ of any material changes or service interruptions that may affect the resilience or continuity of services provided to One NZ.

1.2 Supplier Requirements

Supplier shall:

1.2.1. Promptly and accurately complete and return One NZ Business Continuity Management (BCM) Questionnaire whenever requested by One NZ for the products & services provided to One NZ (no more often than once per calendar year);

1.2.2. Have its own Business Continuity Management System(BCMS) and arrangements in place, based on an accepted international standard (e.g. ISO 22301, NIST 800-34);

1.2.3. Assign an accountable person for Business Continuity Management for the products & services provided to One NZ;

1.2.4. Perform a risk assessment on a periodic basis to identify the risks that could cause a business interruption in relation with the provision of products & services to One NZ and ensure that appropriate controls are implemented to manage and control such risks (e.g. Business Continuity Plan);

1.2.5. Have a documented Business Continuity Plan (BCP) in place to ensure continuous provision of the products & services to One NZ. The plan shall set out how business operations shall be restored following an interruption to or failure of business processes within a time period agreed with One NZ as described in this agreement;

1.2.6. Test the BCP and where applicable, Disaster Recovery (DR) plans at least annually using a mix of table-top, call-tree, and (where RTO/RPO are critical) failover or restore tests to ensure plan effectiveness in relation to the provision of the services to One NZ. Evidence (scope, results, issues, and corrective action plans) shall be retained and provided to One NZ upon request;

1.2.7. In the event One NZ identifies a weakness or non-compliance in Supplier's BCP or other BCM arrangements related to the provision of services to One NZ, the Parties shall address such weakness or non-compliance in the form of mutually agreed action plan and timeframes; have a crisis management plan that describes the actions to be taken in the event of an incident or event that impacts the delivery of products & services to One NZ.

1.2.8. Notify One NZ in the event of a service interruption which impacts the provision of the products & services to One NZ;

1.2.9. Participate in One NZ's managed business continuity exercises or audits as requested by One NZ (no more than once per calendar year);

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1.2.10. Supplier shall promptly notify One NZ in writing (as soon as reasonably possible and in any event prior to implementation where feasible) of material changes that could affect continuity or resilience (e.g., hosting changes, significant architectural changes, new critical third parties, site moves). Supplier shall provide an impact assessment and updated BCP/DR artefacts reflecting the change.

If Supplier breaches the obligations in this policy, One NZ has the right to audit Supplier (up to a maximum of once per year).

2 DEFINITIONS AND INTERPRETATION

In this One NZ Supplier Policy on BCM and in its application, the following words and expressions shall have the meanings set out below.

"BCMS (Business Continuity Management System)"	The management system and ongoing process used to establish, implement, operate, monitor, review, maintain, and continually improve business continuity capability.
"BCP (Business Continuity Plan)"	Documented information that guides how disruption will be responded to and how products and services will be resumed, recovered, and restored in line with business continuity objectives.
"DR (Disaster Recovery)"	The activities and arrangements, documented in a disaster recovery plan, to restore systems and services following a major incident to an acceptable level within agreed timeframes.
"RPO (Recovery Point Objective)"	The target point to which data or service capability must be recovered following a disruption; in practice, this reflects the acceptable amount of data loss, often measured as time.
"RTO (Recovery Time Objective)"	The target time within which product or service delivery must be resumed following a major incident.

The phrase "Supplier" in this Supplier Policy shall, where relevant, also include all officers, employees, contractors, subcontractors and agents of Supplier.

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