

ISMS-POL-BCP-001

Business Continuity Plan

Client Summary

RayCom Technologies Limited | Version 1.0 | November 2025

Approved by: Maame Efua Essel – Chief Business Officer

For External Distribution

RayCom Technologies Limited has developed a Business Continuity Plan (BCP) to ensure that we can continue serving you effectively even in the face of unexpected disruptions. This summary sets out what that means for you as our client — how we protect your interests, how we stay reachable, and what you can expect from us when it matters most.

1 Our Commitment to You

Our BCP is designed to ensure that — regardless of the nature or severity of any disruption — your business relationship with us remains uninterrupted and your data remains safe.

- **Rapid recovery:** We are committed to resuming normal operations as quickly as possible following any disruption, whether it affects only our premises or a wider area.
- **Employee & asset protection:** We safeguard our people, facilities, and equipment so that service continuity is maintained without compromise.
- **Financial stability:** We continuously assess our financial and operational position to ensure we can meet all obligations to you even in challenging circumstances.
- **Your data:** RayCom does not maintain custody of client data beyond what is strictly necessary. Any data shared with us is secured in an off-site hosting environment and returned to you as soon as its purpose has been fulfilled.
- **Annual review:** This plan is reviewed and updated every year — and whenever there is a material change to our operations — to ensure it remains fit for purpose.

2 How We Respond to Disruptions

Disruptions vary in scope — from isolated incidents at our premises to wide-area events affecting the city or region. We have plans in place for both.

Internal Disruption	External Disruption
An event affecting only our building or systems — such as a fire, power outage, or IT failure. In this case, we transfer operations to a local alternative site and resume business promptly.	A wider event such as a flood, regional emergency, or infrastructure failure. We transfer operations to our alternate site outside the affected area — MainOne Data Centre, Airport Residential Area, Accra — and continue serving you.

In all scenarios: We plan to remain in business — either locally or virtually — and will notify you through our emergency contact channels with clear instructions. In the unlikely event that a disruption prevents us from continuing to operate, we will ensure your prompt access to your data and software solutions at no additional cost.

3 Keeping You Informed

Clear, timely communication is a cornerstone of our continuity plan. In the event of any disruption, we will assess which communication channels remain available and use the fastest and most appropriate method to reach you.

Telephone	Our primary channel. We will call you as soon as a disruption is identified that may affect your services.
Email	Secure email for formal written updates, instructions, and records.
In-person / on-site	Where possible, our consultants — who frequently work at client locations — will provide direct updates.
Postal mail	Used as a follow-up record where written documentation is required and digital channels are unavailable.

4 Protecting Your Data

- **No unnecessary data retention:** RayCom does not hold client data beyond the duration of the specific engagement for which it was provided.
- **Secure off-site hosting:** Where client data is held temporarily, it is stored in a secured off-site hosting environment — accessible only by authorised personnel.
- **Encrypted backups:** All internal records and work products are backed up weekly to our encrypted corporate OneDrive, ensuring rapid recovery in the event of data loss.
- **Redundant infrastructure:** Primary systems are maintained at our East Legon office, with a secondary backup site at MainOne Data Center, Appolonia — ensuring resilience across multiple failure scenarios.
- **Internet connectivity backup:** Critical staff and consultants are provisioned with mobile internet access to maintain connectivity if fixed-line or hosting infrastructure becomes unavailable.

5 Contacting Us In An Emergency

If a significant disruption occurs and you are unable to reach us through your usual channels, please use the contacts below.

EMERGENCY CONTACT DETAILS

Primary: +233 30 221 5000 | +233 20 200 3441
Emergency Line: +233 20 812 1902
Email: rhc@raycomtechnologies.com
Office: No. 33 Jungle Road, East Legon, Accra

For general enquiries about our business continuity arrangements, please contact our Solutions Consultant at ben@raycomtechnologies.com.

6 Our Promise to You

RayCom Technologies Limited is committed to maintaining the trust you place in us. Our Business Continuity Plan is built around one principle: **no matter what happens, you will be able to reach us and we will continue to serve you.**

This plan has been approved by our Chief Business Officer and is subject to annual review to ensure it keeps pace with changes in our operations and your needs.

Approved by: Maame Efua Essel
Title: Chief Business Officer, RayCom Technologies Limited
Date: 11 November 2025

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