

**BUSINESS CONTINUITY PLAN  
FOR KLINE THAILAND GROUP**

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*Prepared by: **Mr. Mitsuru Kochi, Managing Director***

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## 1. Basic Policy:

This Business Continuity Plan (BCP) is to respond to natural and man-made disasters by safeguarding employees' lives and the companies' property, continuing operations, protecting all of the data and records, and making our usual services to the customers. In the event that we are unable to continue our business at our Head Office at Bangkok normally, this BCP will promptly be carried.

### (a) Scope

This BCP is applicable for the following 4 companies;

- K Line (Thailand) Ltd.
- Bangkok Marine Enterprises Ltd.
- C.T.S. Corporation Ltd.
- Kallawis Engeneering Co., Ltd.

These 4 companies are generally called "K Line Thailand Group" in this BCP.

### (b) Significant Business Disruptions (SBDs)

Our plan anticipates external SBD(s) which prevent our normal business operation at our Head Office, such as political disturbance, terrorist actions, typhoon, city flood, earthquake, pandemic influenza, etc. Our responses to these SBD(s) also rely rather on other organizations and systems.

### (c) Approval and Execution Authority

The Managing Director of K Line (Thailand) Ltd. (hereinafter called "MD") is responsible for approving the plan and for conducting the required annual review. MD has the authority to execute this BCP in K Line Thailand Group.

### (d) Plan Location and Access

K Line (Thailand) Ltd. will maintain copies of its BCP plan and the annual reviews, and the changes that have been made to it for inspection. An electronic copy of our plan is located on our server.

### (e) Test of the Plan

MD will conduct a through test and rehearsal of this plan at least once per annum, including recovery documentation, procedures, IT functions and other support services. Deficiencies in these recovery tests will be noted, and corrected immediately after the test is concluded.

## 2. Alternate Communications

### (a) Customers

We communicate with our customers using the telephone, mobile-phone, e-mail, website and fax. We will access which means of communication are still available to us, and use the means closest in speed and form (written and oral). The emergency contact information for Shipping container business, Car Carrier business, Husbanding business and Logistics business is to be referred to the below 3(b)-ii).

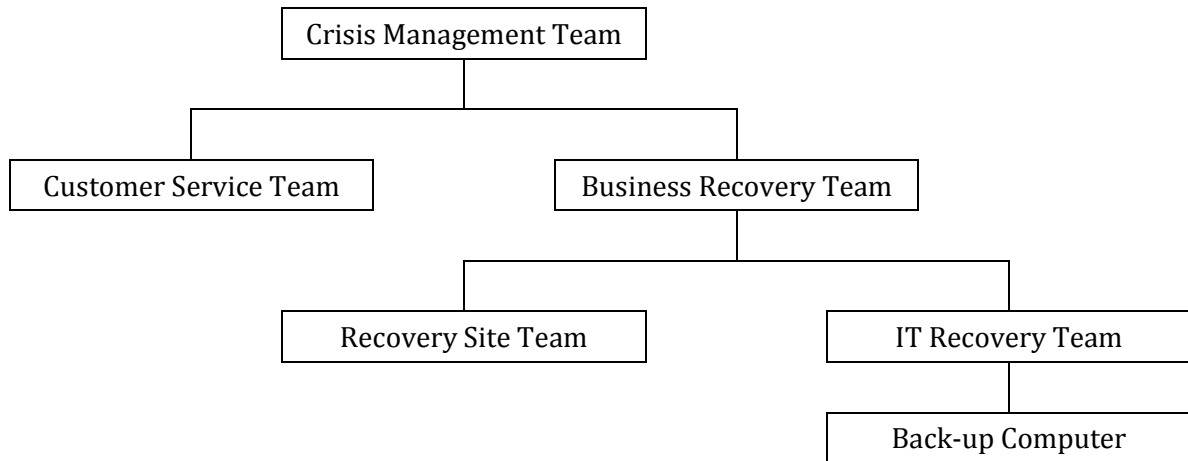
### (b) Employees

We communicate with our employees through the Emergency Contact Flow-chart of each department, using the telephone, mobile-phone and in person. We will access which means of communication are still available to us, and use the means closest in speed and form.

### 3. Organization, Command and Control

#### (a) System Overview

MD will direct all emergency response operations and preparations in “K Line Thailand Group” based on the following organizational backbone;



#### (b) Team Roles

##### i) Crisis Management Team

The Crisis Management Team has total control over all business recovery efforts during the SBD. It is comprised of the KTL managements and is responsible for planning the recovery strategies and put them into effect.

##### ii) Customer Service Team

The company will make communication to the customers based on the policy mentioned in the above 2(a). The following persons are K Line primary crisis manager and serve as the company spokesman to the customers;

- Shipping Container Business  
Ms.Patcharin Boonjuengmongkol      Tel: 0-2625-0160, 08-1925-2164  
Email: [Patcharin.B@th.kline.com](mailto:Patcharin.B@th.kline.com)
- Car Carrier Business  
Ms.Kesvaree Silpcharoen      Tel: 0-2625-0150, 08-1925-2713  
Email: [Kesvaree.S@th.kline.com](mailto:Kesvaree.S@th.kline.com)
- Husbanding Business  
Mr.Wattana Euroutairat      Tel: 0-625-0250, 08-1917-6235  
Email: [Wattana.E@th.kline.com](mailto:Wattana.E@th.kline.com)
- Logistics Business  
Mr.Adisak Apiraknukornchai      Tel: 0-2625-0300, 08-1835-6584  
Email: [Adisak.A@th.kline.com](mailto:Adisak.A@th.kline.com)
  
- Ms.Sirirat Taymee      Tel: 0-2625-0320, 08-1835-6325  
Email: [Sirirat.T@th.kline.com](mailto:Sirirat.T@th.kline.com)

### **iii) Business Recovery Team**

The Business Recovery Team who are responsible for establishing suitable recovery system for the business unit which the each member is in charge of reviewing and assessing physical damages if any, and assessing the estimated length of time of the SBD or outage, they will set-up the functional recovery system, procedure and site for both customers and employees, together with the related IT appliances both of software and hardware along with data back-up, e-mails, data-bases and network storage, coordinating with responsible persons of other business facilities than Head Office.

### **iv) Recovery Site Team**

The Recovery Site Team is responsible for preparing, setting and managing our alternative business sites, the location and facilities are to be referred to the below 4(a). They will handle all works in the sites to resume our service and operations to customers as quickly as possible, secure reliable communication between customers and our sites, maintain IT software and hardware to insure system availability for all services, assembling our critical staffs of each department and commanding them to perform the operations.

It is also essentially required to bring enough stock of blank formats of documents into the sites beforehand.

### **v) IT Recovery Team / Back-up Computer**

All IT systems offered and supported by our IT Division, in terms of SBD(s), should be recovered and maintained by IT Division as quickly as possible. IT Division will always strive to restore all supported business programs and information system (Exchange e-mail server).

In case of the servers are destroyed or going to unavailable due to SBD(s), we secure the remote back-up servers at ***the location of Bangkok Marine Enterprises Ltd., Bangpakong Depot (BBD) at Amata Nakorn Industrial Estate*** to insure system availability.

The on-line replication data covered by the back-up servers are e-mail and SQL databases to 2-8 hours before SBD(s) and the all business applications. The back-up servers are tested on a periodic basis by IT division to assure proper operation of the software and hardware.

## **4. Recovery Work Area**

### **(a) Alternate offices**

In case the head-office location becomes unavailable due to SBD(s), to temporarily transfer mission-critical operations of K Line Thailand Group to off-site location of the affected area, we have reserved the location of alternative offices as follows for enabling our critical staffs to perform the operations by using the note-book PC assigned by the company. The location of these offices will be announced at our website, in the format of ***Appendix No.1***, and also notify customers and employees through the communication channel mentioned in above 2(a)-(b).

#### **i) Shipping Container Business, Husbanding Business, Car carrier (national sales) Business**

Location: K Line (Thailand) Ltd., Bangkok Port Office (BKPP)  
6/18-6/22, 6<sup>th</sup> Fl., B Building, Port Authority of Thailand, 444 Tarua Rd.,  
Klongtoey, Bangkok 10100  
Tel: 0-2350-6119-20, 0-2240-2223, 0-2240-2493 Fax: 0-2240-2494

#### **ii) Logistics Business, Car Carrier (Asia RHQ) Business**

Location: KLine Amata Distribution Center (KADC), 700/627  
Amata Nakorn Industrial Estate, Moo4, Tombol Bankao, Amphur Phanthong,  
Chonburi 20160  
Tel: 0-3821-0042-7, Fax: 0-3821-0040-1

**(b) Functional Business Recovery Site - BKPP**

For Car Carrier Business, the function of mission critical operations for national sales and documentation operations is performed at BKPP, while the function of Asia Regional Headquarter (i.e. Thai-Australia team and Intra-Asia team) will be performed at KADC.

In case the SBD becomes so severe that it prevents us from performing the business at BKPP, the operation of Shipping Container Business and Husbanding Business, as well as Car Carrier (national sales and documentation) Business will also be transferred to KADC and performed there.

**(c) Functional Business Recovery Site - KADC**

As above-mentioned, KADC is our key location for carrying on critical operations in case SBD(s) will affect our businesses in Bangkok area.

**(d) Mission Critical Communication Systems**

Our mission critical communication systems in KADC are;

- Exchange e-mail servers
- Wireless (mobile) telephone system

IT Division will restore KADC's business recovery site infrastructure, contacting outside service vendors needed to support recovery. They will set-up enough number of workstations with e-mail network and business applications required by each critical staff. The e-mail network will be supported by a exclusive cable-line with enough capacity, and to reinforce the capacity, availability of outside wireless providers will also be sought in case of need.

OAD-ADM will work to bring all wireless (mobile) telephone system online in cooperation with IT Division, and make them available to all staffs either from alternate site or from any other base of operations.

**(e) Financial Operation**

ACD-FIN/ACC will contact our banks to confirm if they can continue to provide their financing services that we need in light of the SBD period, and will process the required trade-related transactions, cash disbursements and transfers, issuing SOA and any other trade related requests and inquiries, operating the accounting & finance system under the support of IT Division.

**(f) Critical staffs' transportation**

OAD-GA will arrange enough number of rental wagon or buss and allocate them for critical staffs' commuting to KADC alternate site from their home.

### **(g) Unavailability of KADC Recovery Site**

In case the SBD is so severe that it prevents us from performing the business at KADC, Crisis Management Team will instruct to close the recovery office until the circumstances will be improved, while;

- To let all critical staffs work at home by note-book PC, using remote access capabilities (mobile office operation)
- To let other staffs be stand-by at home

## **5. In Case of Pandemic Influenza**

In the event of pandemic influenza, as one of SBD(s), we have focused on our employees' health and safety, as well as limiting the negative impact to our usual services to the customers and our business circumstances, the following preventive programs are specially set-up.

### **(a) World Health Organization (WHO) Pandemic Influenza Phases**

The Thai Government has adopted the WHO's structure for monitoring pandemic influenza. The structure is divided into 3 distinct periods (Inter-pandemic, Pandemic alert, and Pandemic) and 6 phases.

#### **i) Inter-pandemic period**

**Phase 1:** No new influenza virus subtypes have been detected in humans. An influenza virus subtype that has caused human infection may be present in animals. If present in animals, the risk of human infection or disease is considered to be low.

**Phase 2:** No new influenza virus subtypes have been detected in humans. However, a circulating animal influenza virus subtypes poses a substantial risk of human disease.

#### **ii) Pandemic alert period**

**Phase 3:** Human infection with a new subtype but no human-to-human spread, or at most rare instances of spread to close contact.

**Phase 4:** Small clusters with limited human-to-human transmission but spread is highly localized, suggesting that the virus is not well adapted to humans.

**Phase 5:** Larger clusters but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans but may not yet be fully transmissible (substantial pandemic risk).

#### **iii) Pandemic period**

**Phase 6:** Pandemic: increased and sustained transmission in general population.

**(b) Monitoring and Preparations**

*If the Public Health & Safety Office declared pandemic influenza Phase 3*, our OAD-HR section will communicate the Office for getting more detailed information, as well as seeking out related information from other sources, and will propose MD to call-up Crisis Management Team consisting of the same members as the above mentioned 3(b)-ii). The role of the Team is;

- To centralize and coordinate the efforts to fight against the influenza and minimize its effects on both employees and business;
- To set-up suitable precaution and recovery measures based on the below mentioned 5(d) policy to cope with the influenza;
- To convene Business Recovery Team being composed of the same members as the above mentioned 3(b)-iii), and let them put in force of the measures effectively.

**(c) Recovery Policy – Basic guideline**

*At pandemic influenza Phase 4*, Crisis Management Team will instruct to restrict number of staffs to work in the offices and sites. Accordingly, Business Recovery Team will decide who should come to the office /site and set priority of job per each section. Critical staffs who attend the office/site take the following preventive measures;

- Wear flu-masks when commuting and going-out
- Washing hands and gargling frequently
- Check body temperature before and after coming to the office
- If staff feels bad or appear to experience symptoms of Influenza, he must inform his superintendent and go to the hospital/doctor immediately

In the meantime,

- Critical staffs who do not come to the office/site will work at home by note-book PC using remote access capabilities (mobile-office operation)
- Other staffs are stand-by at home

The following measures will also be taken at each office according to the circumstances;

- Restrain from staff's visiting clients and business entertaining if it is not urgent
- Postpone internal meeting if it is not urgent
- Restrict those suspected of infection from entering the office
- Make higher grade of cleanliness and sanitation practices, and ventilate closed space

Another option is to adopt Flex-working-hours. Business Recovery Team will carefully monitor the situation of each section or site, then set-up shift-time scheme and assign staffs to each shift-time group. The developing the shift-time scheme should cope with customers need and convenience.

*At pandemic influenza Phase 5*, or in case the office (or site) will be affected due to so many staffs are infected by the influenza, Crisis Management Team will instruct to close the office (or site) until the circumstances will be improved, Meanwhile;

- Critical staffs will work at home by note-book PC using remote access capabilities (mobile office operation)
- Other staffs are stand-by at home

***In case Bangkok city area will be affected by the influenza***, and access to the area where the head-office building is located will be prohibited or restricted by the government, or the Wall Street Tower will close the building on their self-regulation or voluntary restraint, while surrounding areas of Bangkok are considered to be safe, we will transfer our mission-critical operations to off-site location of the affected area, we have reserved the location of alternative offices. In such case the BCP operation will be performed in the same manner as above-mentioned 4.

As a matter of unknown environment, the above acts are just a basic rule, whereas exact timing on launching of each option cannot be decided beforehand. Decision will be made by Crisis Management Team expediently considering the circumstances.

#### **(d) Ensuring Safe Work Environment**

Before the influenza will come to Phase 4 the following measures should be taken, which are basically to be prepared and instructed by OAD-HR.

##### **i) Action Plan**

- Suspension of business trip to the affected or high risk area of the influenza
- Let staffs to wear flu-masks, wash hands, gargle, and take body-temperature every morning
- Keep offices clean and tidy
- Put alcohol-based hand sanitizer at each entrance of the office
- Influenza vaccination; For the sake of preventing from being infected flu, we will arrange flu-vaccination for all staffs and their direct family in case of need.

##### **ii) Treatment of Staffs Absence**

- If a staff is infected by the influenza, he/she must comply with the instruction of hospital/doctor. It shall be treated as sick-leave.
- If staffs family, or any other person who lives with the staff in the same house or apartment is affected, such staff must stay at home for a couple of days and comply with the instruction of hospital/doctor. It shall be treated as sick-leave too.
- If somebody at the same department or work-site is affected, pregnant female staff shall stay at her home for one week and it shall be treated as sick-leave.

## **6. Critical Staffs – Mobile Office Operators**

Critical Staffs mentioned in is BCP are those staffs who are provided with note-book PCs equipped with e-mail system and necessary business applications, from the company. The role and duty of Critical staffs are as follows;

#### **(a) The Role and Duty**

- If the alternative work sites (i.e. BKPP, KADC) will be set-up, they are required to initially attend the sites to perform our mission critical operations and services to the customers.
- In case of Pandemic influenza, or in the event our office (site) becomes unavailable by any other SBDs reason, they will be instructed to work from home by using remote access capabilities.

**(b) Disciplines**

- In view of the above (a), Critical Staffs will receive training on emergency procedures and system access appropriately from IT.
- Critical Staff is required to take best care for maintaining the note-book PC assigned by the company in good and tidy condition.
- Critical Staff must not disclose to any other party through the PC the confidential data and information which may cause damage to any operation, assets or reputation of the company.

1 January 2011

Dear All Valuable Customers,

Subject: The reserved location for providing the services of K Line

In case of significant business disruptions caused by some external factors such as political disturbance, Pandemic influenza etc., our head office might be closed. However it is always we K Line's policy to look to the safety of our customers and to make our best services under any unexpected situation. So we K Line has reserved the location of alternative offices as follows for smoothly providing our services in case the head office would be closed;

1. The services of Shipping business through the EDI network for export cargo booking and B/L issuance, and import cargo delivery and D/O issuance;

Location: K Line (Thailand) Ltd., Bangkok Port Office, 6/18-6/22, 6<sup>th</sup> floor, B Building, Port Authority of Thailand, 444 Tarua Road, Klongtoey, Klongtoey, Bangkok 10110.

Contact at the phone number: 0-2350-6119-20, fax: 0-2240-2494

2. The services of Logistics Business through the customs clearance for import and export cargo freight forwarding.

Location: K Line Amata Distribution Center (KADC), 700/627 Amata Nakorn Industrial Estate, Moo4, Tombol Bankao, Amphur Phanthong, Chonburi 20160.

Contact at the phone number: 0-3821-0042-7, fax: 0-3821-0040-1

Customers are also requested to use mobile-phone as much as possible to contact the person in charge of each particular business.

We apologize for any inconvenience you might have, while it would be much appreciated if you could cooperate with our above preparedness plan in case of emergency.

Sincerely yours,



Mitsuru Kochi

Managing Director

1 มกราคม 2554

เรียน ท่านลูกค้าผู้มีอุปการะคุณ  
เรื่อง การเตรียมความพร้อมในการให้บริการของบริษัท เค ไลน์ (ประเทศไทย) จำกัด

ในกรณีที่เกิดปัจจัยภายนอกเช่น สถานการณ์ทางการเมือง, สถานการณ์การแพร่ระบาดไข้หวัดใหญ่ และอื่นๆ ซึ่งอาจส่งผลกระทบต่อการให้บริการและการดำเนินของบริษัทฯ ณ สำนักงานใหญ่ ดังนั้นเพื่อความปลอดภัยในการให้บริการที่ดีที่สุดภายใต้สถานการณ์ดังกล่าว บริษัทฯ จึงได้สำรองสถานที่ไว้เพื่อให้บริการแก่ลูกค้าหากเกิดกรณีฉุกเฉินจนไม่สามารถให้บริการได้ที่สำนักงานใหญ่ไว้ดังต่อไปนี้

1. การให้บริการด้านธุรกิจฝ่ายเรือ (Shipping) เช่นการจองระวางสำหรับการส่งสินค้าขาออก, การออกไปตราส่งสินค้า, การส่งมอบสินค้าขาเข้า และการออกไปส่งปล่อยสินค้าขาเข้า  
สถานที่: สำนักงานท่าเรือกรุงเทพ 6/18- 6/22 ชั้น6 อาคารบี การท่าเรือแห่งประเทศไทย เลขที่444 ถนนท่าเรือ แขวงคลองเตย กรุงเทพฯ 10100 โทรศัพท์ 0-2350-6119-20, แฟกซ์ 0-2240-2494
2. การให้บริการด้านโลจิสติกส์ (Logistics) เช่น การดำเนินพิธีการศุลกากรสินค้าขาเข้า และขาออก, ตัวแทนการขนส่งสินค้า  
สถานที่: ศูนย์กระจายสินค้าอมตะ 700/627 นิคมอุตสาหกรรมอมตะนครหมู่ 4 ตำบลบ้านเก่า อำเภอบางแพวง จังหวัดชลบุรี 20160 โทรศัพท์ 0-3821-0042-7, แฟกซ์ 0-3821-0040-1

บริษัทฯ ขอภัยในความไม่สะดวกที่อาจเกิดขึ้น และขอขอบคุณท่านที่ให้ความร่วมมือในการติดต่อประสานงาน ในกรณีมีเหตุฉุกเฉินตามที่แจ้งมาด้วยนี้

ขอแสดงความนับถือ



मितชีรุ โคจิ

กรรมการผู้จัดการ

รูปแผนที่ 1 สำนักงานท่าเรือกรุงเทพ (Bangkok Port Office)



รูปแผนที่ 2 ศูนย์กระจายสินค้านิคมอมตะ (K Line Amata Distribution Center)

