

## **Societe Generale, India**

### **Business Continuity Management - Statement**

Societe Generale (the Bank) is committed to safeguard the interests of its customers, employees and stakeholders in the event of a disaster or significant disruption that may affect its operations and premises.

The Bank has developed a plan for Business Continuity Management (BCM). The plan is designed to facilitate the continuity of the critical business processes in the event of defined disaster scenarios.

The plan is in line with the guidelines issued by the Reserve Bank of India (RBI) in this regard and is subject to regular review.

#### **Contacting us**

If after a significant disruption or a disaster, you cannot contact us through the regular channels please contact our board lines, which will be redirected to our recovery center.

If you are not able to contact us through our board line you could visit our web-site and send an email to the specified addressee.

#### **Disclaimers**

The Bank's BCM is developed to address significant disruptions and endeavour to resume business and operations to an acceptable level within a reasonable time in the event of a disaster. Due to the confidential nature of the information contained in the plan, it is not possible to distribute the plan.

The Recovery time objectives (RTOs) have been detailed in the plan. These provide the groups with guidance for prioritising activities whenever necessary. Various external factors beyond our control, could affect the actual RTOs.

The BCM is subject to modification without notice.