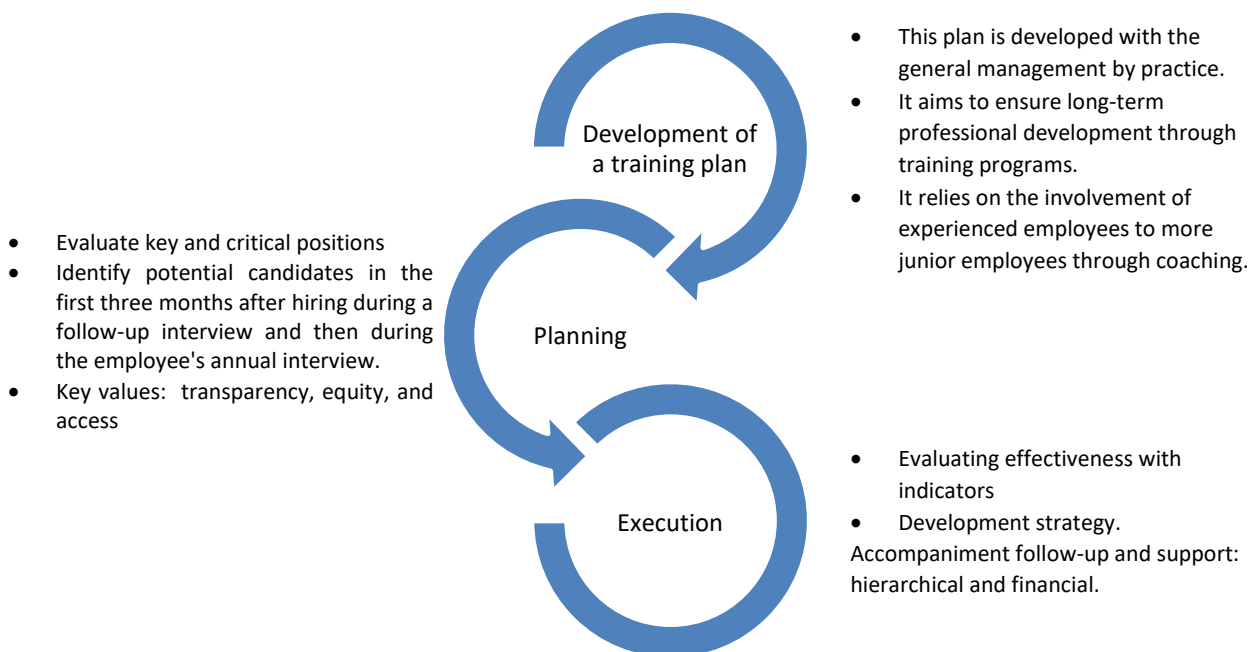


Disaster Recovery Plan / SaaS clients

For all our SaaS clients, our IT succession plan is based on the Microsoft succession plan, whose servers host all licenses and information. The Microsoft teams ensure operational continuity for the entire platform.

1. Backup mechanisms
2. Succession management



3. Service continuity management

A business continuity plan and a disaster recovery plan by Add-On Products (AOP) is put in place as soon as necessary to respond to any identified risks that would prevent the successful completion of activities provided by AOP resources: illness, bad weather, inaccessibility, disasters etc.

For planned absences, the account manager collects the wishes of key employees and negotiates the dates in order to maintain the necessary skills over the period. On this basis, he / she identifies priority work with the project manager and sets up backups to maintain continuity during critical vacation periods (school vacations, Christmas, summer period).

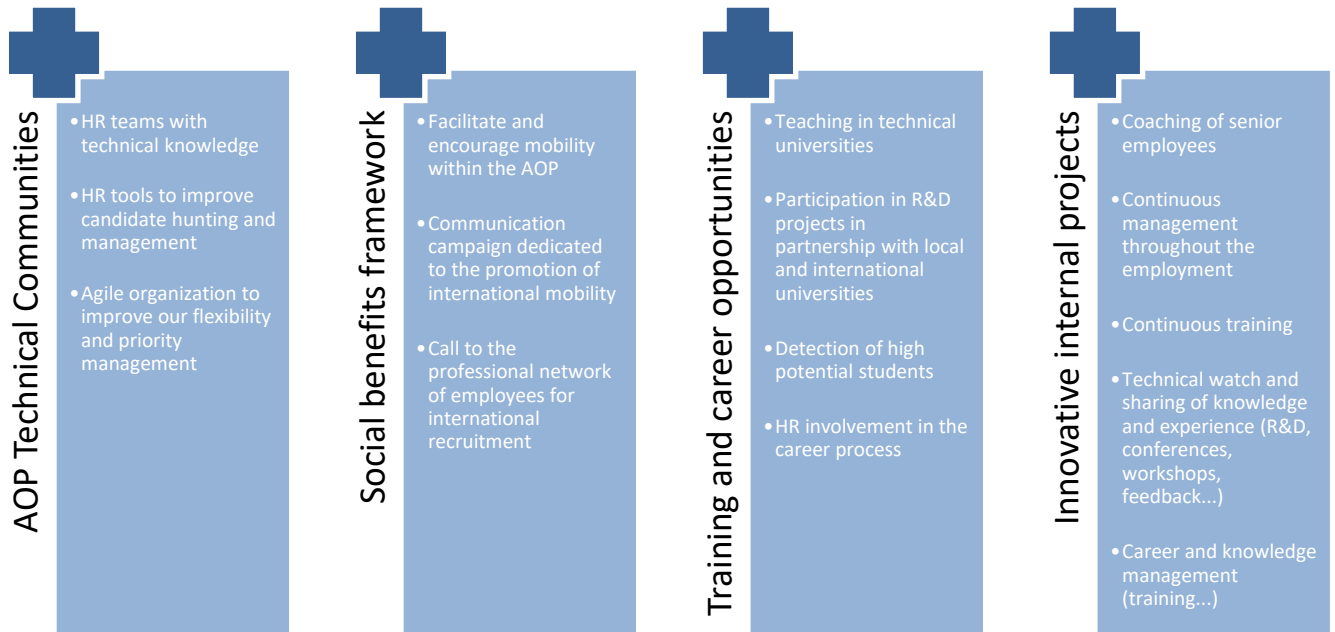
In the event of an unplanned absence, the manager sets up backup mechanisms and can inform the client to proceed with a redistribution of urgent activities.

In case of departure of a consultant, AOP implements a training process of the replacement through an initial specific training followed by a period of work in binomial which can vary from a few days to

one month according to the perimeter to be taken again by the replacement and the new redistribution induced by this departure.

The escalation procedure consists of escalating the blocking point to the higher hierarchical level (AOP and / or the client) for an arbitration on the diagnosis and the solution.

4. Mechanisms put in place for the retention of experts.



This plan is reviewed and presented to AOP management team when things change drastically or at least every year.