



SuperLogics Business Continuity and Disaster Recovery Summary

Document Owner: SuperLogics Management

Applies To: SuperLogics Incorporated

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1. Purpose

SuperLogics maintains disaster recovery and business continuity practices designed to support continued operations, protect customer commitments, and restore critical business functions in the event of a significant disruption.

This document provides a customer-facing summary of SuperLogics' approach to business continuity, disaster recovery, operational resilience, and communication during disruptive events.

2. Scope

This plan applies to SuperLogics' core business operations, including:

- Customer service and sales support
- Order processing
- Purchasing and supplier coordination
- Production planning
- Assembly and configuration of customer systems
- Quality control
- Shipping and logistics coordination
- Accounting and administrative functions
- Information technology systems used to support business operations

This summary does not disclose confidential internal security configurations, detailed system architecture, passwords, vendor credentials, or other sensitive operational information.

3. Business Continuity Objectives

SuperLogics' disaster recovery and business continuity objectives are to:

- Protect the safety of employees, visitors, and business partners
- Maintain communication with customers and suppliers during disruptions
- Restore critical business systems as quickly as practical
- Preserve access to key business records and order information
- Continue or resume production and shipping activities with minimal practical delay
- Prioritize customer orders based on urgency, contractual requirements, available inventory, and operational capacity
- Reduce the likelihood that a localized disruption results in extended business interruption



4. Risk Scenarios Considered

SuperLogics considers a range of potential disruption scenarios, including:

- Power outage
- Internet or telecommunications outage
- Severe weather event
- Fire, flood, or building access restriction
- Equipment failure
- Cybersecurity incident
- Supplier disruption
- Transportation or carrier disruption
- Significant employee absenteeism
- Loss of access to a primary business application
- Localized facility interruption

The response to each event depends on the nature, expected duration, and operational impact of the disruption.

5. Critical Business Functions

SuperLogics has identified the following functions as critical to customer support and order fulfillment:

- Customer communication
- Order processing and quoting
- Purchasing and supply chain coordination
- Inventory visibility
- Production scheduling
- System assembly and configuration
- Quality control and testing
- Shipping and logistics
- Accounting and invoicing
- IT systems required to support these functions

During a disruption, management prioritizes restoration of these functions based on customer impact and operational urgency.

6. Information Systems and Data Protection

SuperLogics uses business systems to support quoting, order processing, accounting, purchasing, inventory management, customer communication, and shipping. Access to these systems is restricted to authorized personnel.

SuperLogics maintains data backup and recovery practices for business-critical systems. These practices are intended to support restoration of key business records and operational data in the event of hardware failure, system corruption, or other disruptive event.

Backup and recovery controls may include, as applicable:

- Regular backup of business-critical data



- Restricted access to backup locations and administrative tools
- Use of hosted or cloud-based services for selected business functions
- Vendor-supported recovery options for certain systems
- Periodic review of backup and recovery practices
- Maintenance of administrative access for authorized personnel

For security reasons, SuperLogics does not publicly disclose detailed backup architecture, retention schedules, administrative credentials, or system diagrams.

7. IT Recovery Priorities

In the event of an IT-related disruption, SuperLogics generally prioritizes recovery in the following order:

- Employee safety and incident containment
- Communication systems, including email and phone access
- Customer-facing order and support functions
- Accounting, purchasing, and inventory systems
- Production support systems
- Shipping and logistics systems
- Non-critical administrative systems

Recovery priorities may be adjusted based on the specific event and customer impact.

8. Facility and Production Continuity

SuperLogics manufactures and configures custom computer systems using a combination of personnel, inventory, production equipment, test equipment, and supplier support.

In the event of a facility disruption, SuperLogics management will evaluate available options, which may include:

- Temporary suspension of non-critical production
- Reprioritization of urgent customer orders
- Use of available finished goods or partially completed inventory
- Coordination with suppliers to expedite replacement materials
- Alternate shipping arrangements
- Temporary remote work for administrative, sales, purchasing, and customer support functions
- Use of available unaffected work areas, if safe and practical
- Customer communication regarding expected delivery impact

Because SuperLogics manufactures customized systems, recovery time for production may depend on component availability, order complexity, test requirements, facility access, and logistics conditions.

9. Supplier and Inventory Continuity

SuperLogics works with a network of suppliers and distributors for computer components, chassis, motherboards, processors, memory, storage, power supplies, and related materials.

To reduce supply chain disruption risk, SuperLogics may use one or more of the following practices:

- Maintaining relationships with multiple suppliers where practical



- Reviewing supplier availability during quoting and production planning
- Identifying alternate or equivalent components when appropriate
- Communicating with customers when component substitutions require approval
- Monitoring lead times for critical components
- Prioritizing orders based on customer need, inventory availability, and production capacity

For custom or long-life industrial systems, exact component availability may vary over time. When required, SuperLogics works with customers to identify acceptable alternatives.

10. Communications During a Disruption

In the event of a significant business disruption, SuperLogics will make commercially reasonable efforts to communicate with affected customers.

Customer communications may include:

- Acknowledgment of the disruption
- Estimated impact on open orders, if known
- Revised shipment expectations, when available
- Requests for clarification on order priority, if needed
- Updates as the situation changes
- Notice when normal operations resume

SuperLogics may communicate by email, phone, customer portal, or other appropriate method depending on the nature of the disruption and available systems.

11. Roles and Responsibilities

SuperLogics management is responsible for overall incident response, business continuity decisions, customer communication priorities, and coordination across departments.

Department responsibilities generally include:

Management

- Assess business impact
- Prioritize recovery actions
- Communicate with key employees, customers, and suppliers
- Approve major operational changes during the disruption

Sales and Customer Service

- Communicate with affected customers
- Confirm order priorities
- Provide updated delivery information when available

Purchasing

- Review component availability
- Coordinate with suppliers and distributors
- Identify replacement or alternate components when needed

Production



- Assess production capacity
- Prioritize builds based on management direction
- Resume assembly, configuration, and testing when practical

Shipping

- Coordinate carrier availability
- Arrange alternate shipping methods when appropriate
- Communicate shipment status internally

Information Technology

- Assess system availability
- Restore access to critical systems
- Coordinate with vendors or service providers as needed
- Support secure remote access where appropriate

12. Remote Work and Administrative Continuity

Many administrative functions, including sales, purchasing coordination, customer communication, and certain accounting tasks, can be performed remotely when necessary, subject to system availability and security requirements.

Remote work may be used during weather events, facility access restrictions, public health events, or other disruptions that prevent normal office access.

13. Cybersecurity Incident Considerations

If SuperLogics identifies a suspected cybersecurity incident, management and IT personnel will take appropriate steps based on the circumstances, which may include:

- Containing affected systems
- Preserving relevant information
- Restricting access where necessary
- Coordinating with IT vendors or security professionals
- Restoring systems from known-good sources where practical
- Communicating with affected parties as appropriate
- Reviewing the incident and implementing corrective actions

SuperLogics does not publicly disclose detailed cybersecurity procedures, credentials, or internal system architecture.

14. Recovery Time Expectations

Recovery times depend on the nature and severity of the disruption.

SuperLogics' general recovery priorities are:

- Restore communication with customers and suppliers as quickly as practical
- Restore access to business-critical systems as quickly as practical



- Resume order processing, purchasing, production planning, and shipping coordination as soon as systems and personnel are available
- Resume full production once facility access, staffing, inventory, equipment, and quality control processes are operational

Because SuperLogics manufactures customized systems, production recovery may vary based on material availability, work-in-process status, and required testing.

15. Testing and Review

SuperLogics periodically reviews its business continuity and disaster recovery practices. Reviews may occur following:

- Significant business process changes
- IT system changes
- Facility changes
- Customer or supplier requirements
- Actual incidents or near misses
- Management review

Lessons learned from actual disruptions may be used to improve future response procedures.

16. Limitations

This document is intended as a general customer-facing summary of SuperLogics' disaster recovery and business continuity practices. It does not create a guaranteed recovery time, guaranteed delivery date, service level agreement, or contractual obligation unless specifically incorporated into a signed agreement with SuperLogics.

SuperLogics' ability to recover from a disruption may depend on factors outside its direct control, including utility restoration, internet service availability, supplier availability, carrier availability, weather conditions, government restrictions, building access, and third-party service provider performance.

17. Customer-Specific Requests

Customers with specific disaster recovery, business continuity, cybersecurity, compliance, or flow-down requirements should provide those requirements to SuperLogics for review. SuperLogics will evaluate customer-specific requirements on a case-by-case basis.

18. Summary Statement

SuperLogics maintains practical disaster recovery and business continuity practices intended to protect customer commitments, preserve access to critical business information, support timely communication, and resume operations following a disruptive event. SuperLogics continually evaluates its operational resilience as business needs, customer requirements, and technology systems evolve.