

# Altura Markets Contingency Procedure

## Introduction

Altura's contingency plan is based on two main scenarios which are short-term or long-term lack of access to the building. There are other less significant scenarios, such as electricity or water cuts or floods.

To deal with these two scenarios, Altura has focused on the use of cutting edge technology and facilities which are suitable for providing a truly 24/7 architecture on a normal working day.

The requirements are identified by doing a "Business Impact Analysis" to identify the fundamental processes needing continuity in real time. In this way we are able to identify the computer services and facilities we need.

Altura has established a procedure for each one of the above-mentioned scenarios, including a detailed plan of the actions to be taken. We are also ready to move communications with employees along with communications with clients.

## Contingency Plan

The minute access to the building is lost, the Contingency office in Las Rozas will be activated by fax. The contingency office is on the outskirts of Madrid, around 30 minutes away by car. The supplier of these facilities is a world leader in this service. Once there, location plans are provided and telephones and systems connected either via the main or back-up data centre.

Apart from our Madrid contingency office, we have Data Processing Centres in London and Chicago within the Newedge group. The core applications in these centres also have the same security levels as those in Madrid, ensuring complete continuous parallelism which is automatically maintained. Weekly checks are made to ensure that copies are exact.

## Launch

In each case, Altura has a complete, detailed plan for its launch and a review procedure to ensure constant updating of all systems and applications. These procedures are perfectly documented and recorded to ensure that they perform well and guarantee the contingency plan.

## Governance

There is an executive Contingency Committee which meets frequently with the aim of ensuring suitable development of the improvement projects at the Newedge group's contingency facilities. This committee serves as a strategic guide for implementation of the contingency policy and to set out the points to be emphasised in the policy. This committee also serves to study synergies between the various Newedge offices worldwide, particularly in the area of Trading markets and platforms, ensuring that system security is also cost effective.

Altura continues to invest heavily in contingency solutions in the knowledge that, in a rapidly evolving environment, new threats may arise which need to be taken into account.