

Motorola Solutions Business Continuity & Disaster Recovery Program Achieves ISO 22301 Certification *(Updated July 2022)*



At Motorola Solutions, we never lose sight of our customers' needs. We have a robust **Business Continuity & Disaster Recovery Plan (BC/DRP)** in place to ensure that our operations are protected and can continue to function seamlessly to serve our customers, even in the event of a crisis.

We have an established Business Continuity & Disaster Recovery council composed of senior leaders within each of our critical business functions, as well as a dedicated business continuity leader role to oversee the entire business continuity program.

Our BC/DRP is rooted in four tenets:

- **Seamless continuation of operations** with well-defined Business Continuity Plans
- **Managing customer relationships** through open and transparent communication
- **Enabling IT uptime** with our robust Disaster Recovery Time Objective
- **Ensuring employee well-being** through effective training & awareness

Additionally, our BC/DRP meets the industry standards of ISO 22301 through the following fundamentals:

- **Leadership commitment:** Ensuring sufficient attention and resources are provided to develop and maintain the BC/DRP
- **Business impact & risk analysis:** Analyzing the risk and consequences of disruption of service delivery in order to prioritize activities and develop recovery time objectives
- **IT systems disaster recovery:** Monitoring IT systems and DRPs for continued business support
- **Data protection and information security:** A strong BC/DRP helps us protect company and customer data during a crisis, meeting our customers' requirements to verify Motorola Solutions data practices
- **BCP/DRP development:** Developing recovery strategies and alternate plans for each threat focused on minimizing disruption
- **BCP/DRP training & testing:** Training BCP team personnel and exercising the BCP plans to ensure the approach is current, complete and workable
- **BCP continual improvement:** Updating BCP with lessons learned from testing and constant communication for organizational readiness

We continuously look to enhance our BCP to further reflect our company's commitment to excellence and dedication to our employees, customers and communities.