Intel Business Continuity Practices

As a global corporation with locations and suppliers all over the world, Intel requires every designated Intel organization to embed business continuity as a core business practice. By integrating business continuity as a core business practice, Intel is able to maintain and regularly test business continuity plans for these organizations. In the event of a business disruption, our business continuity plans are designed to enable critical business functions such as handling customer orders, overseeing production and deliveries, and managing the supply chain to continue or recover quickly.

Our business continuity plans include (but are not limited to):

- Relocating impacted businesses to designated recovery locations.

- Deploying redundant processing capacity at other locations

- Developing procedures and systems designed to support recovery processes for critical business functions.

- Activating business continuity and technology teams tasked with managing the recovery process.

- Maintaining communications to ensure that Intel employees receive emergency notifications and instructions.

- Testing our emergency and recovery procedures on a regular basis.

- Conducting annual assessments of designated organization's business continuity program.

Intel business continuity principles

Intel's business continuity program is based upon five key principles; Assess, Prepare, Test, Improve, and Communicate.

1. **Assess:** Accomplished through a Risk and Impact Assessment process. Every designated organization is required to annually review and update their Risk and Impact Assessments for core business functions.

2. **Prepare:** A process of creating a business continuity plan based on the findings from the Risk and Impact Assessment

3. **Test:** Exercising the business continuity plan through realistic drill scenarios.

4. **Improve:** The process of strengthening our plans based upon discoveries made during tests or real life events.

5. **Communicate:** Actively connect with suppliers, employees, customers and stakeholders.

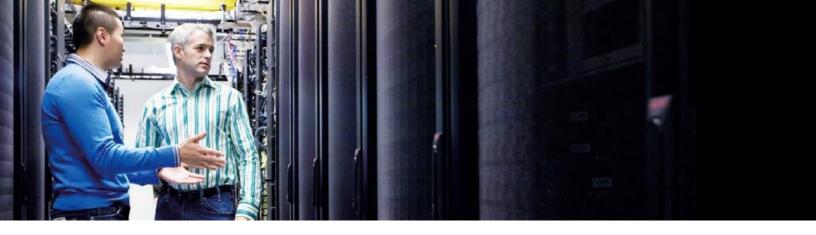## Business continuity is vital to our business

Intel has a comprehensive Crises Management program. The program is sponsored at the corporate level by the executive office to ensure adequate senior management engagement and oversight. Business continuity planning is an essential part of every mission critical activity within the company. For example, Business continuity planning is a consideration in every product's life cycle – from factory design and manufacturing to operations and training.

Intel's approach to business continuity

Intel's methodology focuses on impacts. We do not create business continuity plans specific to earthquakes, fires, computer viruses, tsunamis, power outages, manufacturing and supply line issues, or wars (though we have developed specific preparations for pandemics and emergency response procedures). Instead we focus on anticipating and mitigating the impact of any type of crisis, ensuring we can keep business going with little or no impact to our employees, customers, suppliers, and shareholders alike.

Our approach is to:

- Identify and validate key business functions and significant vulnerabilities

- Focus on business impact verses threat

- Build capability, resources and processes to respond to various business impacts effectively

- Focus on short and long-term impacts

- Assess risks and initiate actions intended to minimize risks and their potential impact

- Proactively reassess new risks and potential impact

- Update plans and capabilities as warranted

Ensuring "business as usual" in unusual times

In order to continue business operation during unexpected events, we have:

- Created a Corporate Emergency Operation Center to coordinate multi-site emergency response.

- Established Site Emergency Operation Centers worldwide

- Formed a Corporate business continuity organization to drive overall business continuity efforts and expectations.

- Integrated business continuity into the organization's business practices and key business functions.

We practice business continuity daily

Intel's business continuity plans are "living" documents. Each Intel organization is responsible for conducting drills to test their business continuity plans. Executive management often participates in these drills and environmental scans. This enables us to thoroughly review – and as appropriate – enhance our business continuity plans based on new business conditions, environmental changes, and emerging global threats. Intel's business continuity plans are subject to audit and review by our Board of Directors.

Examples of how we ensure business continuity excellence throughout Intel include:

- Making business continuity a fundamental business process and core discipline

- Requiring business groups that are applying for Intel's top quality awards to include a business continuity element.
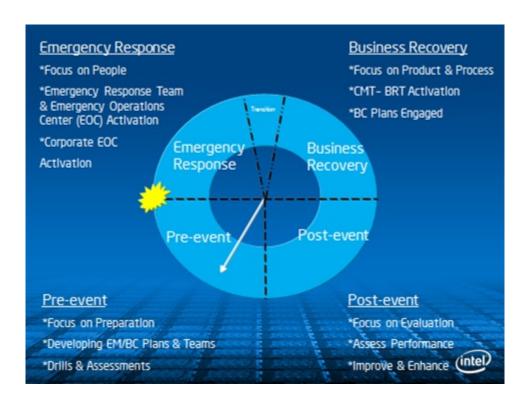
Pandemic planning

Intel has a standing Pandemic Leadership Team. This team is staffed with experts from a variety of disciplines and acts as the centralized decision making body during events of this nature.

In order to mitigate the effects of a pandemic, Intel strives to:

- Continue to promote a healthy environment through good health practices.

- Minimize the spread of infection by partnering with local governments and public health organizations, such as the World Health Organization (WHO) and Center for Disease Control (CDC).

- Implement a staggered deployment strategy based on risk and need at each location/geography.

- Assemble a global multidisciplinary team to outline a plan for response based on guidance from WHO, CDC, and local sources.

Intel business continuity framework

Intel's business continuity practices are based on an all hazards model. We don't prepare for specific threats, but for the impacts resulting from those threats. The goal is to transition from emergency response to business continuity without any delay.

Various activities take place in all phases; pre-event, emergency response, business recovery, and post event. These activities are in place to enhance our ability to respond and continue or recover as quickly as possible after an event takes place. Plans are in place for each section of the Crises Management wheel as shown in the illustration.

Our business continuity efforts never stop

As a global corporation, we take our commitment to our customers, shareholders, employees and suppliers very seriously. Business continuity is a fundamental part of Intel Corporation's business practices.

Although Intel has developed and deployed a comprehensive business continuity program, we cannot guarantee or provide any absolute form of assurance that our operations and systems will always be available or recoverable after a disaster or other major disruption to day-to-day business. No one really can. We do believe that the steps we have taken in our business continuity planning meet or exceed many of the best practices for business continuity in our industry and others, and will prepare us well for nearly any crisis we face.