

Business Continuity Policy

1.0 Policy Statement/Overview

Lincoln National Corporation's (LNC) Business Continuity Program employs a shared management process where the objectives are to identify potential risks and business impacts that threaten an organization and provide a framework for building resilience into the business model. This approach allows for an effective response that safeguards the interests of our stakeholders, reputation and brand.

The Business Continuity Program interacts closely with LNC's Crisis Management & Incident Response processes, as well as other specialized processes including IT Disaster Recovery, to address the coordination of the company's initial response to a crisis or incident in an effective, timely manner, with the goal of avoiding harm to people and minimizing damage to the organization's profitability, reputation and ability to operate. Together these disciplines define the structure and the tools that LNC uses to ensure resiliency and ultimately overcome the potential or actual impact of crisis situation.

2.0 Scope

Ownership, oversight and governance of the Business Continuity Program belongs to the Business Resilience Team. Compliance with this policy is required of all employees of LNC including all affiliates; direct and indirect subsidiaries; organizations performing business as LNC; and all external contractors providing services to or for LNC.

Responsibility for developing, implementing, maintaining, testing, and executing the Business Continuity Program belongs to the Business Groups with assistance from the Business Resilience Team. Funding and Coordination of staff assignments are the sole responsibility of the Business Groups.

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3.0 Definitions / Procedures

- **Business Continuity:** Planning for the continued delivery of products or services at acceptable predefined levels following disruptive incident.
- **Business Continuity Plan:** Documented procedures that guide to respond, recover, resume, and restore to a predefined level of operation following a disruption.
- **Business Impact Analysis (BIA):** Process of analyzing activities and the effect that a business disruption may have upon them. Identifies business processes performed and determines the impact of not being able to perform them as a result of a business outage. Identifies resources (e.g. staffing, applications, equipment, etc.) required to support business processes. Identifies locations where the process is performed at and staffing levels needed based on process criticality.
- **Crisis/Incident Management:** Overall coordination of response to a crisis, in an effective, timely manner, with the goal of avoiding harm to people, and minimizing damage to the organization's profitability, reputation, and ability to operate.
- **Disaster Recovery:** Planning activities associated with continuing availability and restoration of the IT infrastructure.
- **Policy Maintenance:** The policy will be reviewed on a two-year cycle, approved by the policy owner, policy committee and published. Immediate, necessary changes will be reviewed, approved and implemented as identified, non-cycle changes will follow normal approval processes for policy publication.

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4.0 Ownership / Responsibilities

The LNC Vice President, Business Resilience & Employee Security or designee is responsible for administering this policy and is authorized to approve any exceptions to the policy.

While the Business Continuity Policy establishes that all employees play a role in business continuity, it defines clear responsibilities in planning within the company structure, for example:

- Senior Business Leaders are responsible for allocating resources in support of Business Continuity (BC) Planning initiatives and the Business Continuity Policy.
- LNC and Business Groups are responsible for supporting the implementation of strategies and plans, acting as the actual owners of their Business Group Business Continuity activities.
- Plan Owners are responsible for the Business Group Business Continuity Plan development, implementation, maintenance, testing and execution.
- Business Continuity Coordinators, designated by the business leaders, are responsible for coordinating the Business Continuity planning efforts for their Business Group or department.
- The Office of Business Resilience (OBR) is responsible for overseeing and managing the Business Continuity Policy, Business Continuity Program and aiding the Business Groups with their efforts in the Business Continuity planning arena and in response to an incident. This team also operates as an audit function to ensure compliance with established policy and procedures, tracking and reporting on each Business Group's progress to executive leadership as required.

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5.0 Compliance

Business Continuity Plans must be documented using the Enterprise planning tool.

Per the structure defined in the tool, all plans will include at a minimum:

- Organization Details – Mission statement and general description of the main short and long-term Recovery Strategies.
- Business Impact Analysis (BIA), which includes:
 - Identification of business processes performed with indication of relative criticality and the impact of not being able to perform them.
 - Identification of locations in which the process is performed, and staffing levels needed based on process criticality.
 - Identification of organizational and technological (application) dependencies, including if applicable, alternate procedures to support services/application disruptions.
 - Definition of Recovery Time Objectives (RTO) for each process
 - Definition of specific process related Recovery Strategies
- General Contingency Procedures outlining the overall generic steps involved in the Response, Recovery, Resumption and Return Phases, and in any other specifically applicable scenario.
- The Organization's contact information (Team Rosters)

Business Continuity Plans must be reviewed, validated and approved once each calendar year. Business Groups are responsible for keeping their Plans current and up to date.

Business Continuity Plans must be tested in accordance to their Recovery Strategies at least once each calendar year.

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6.0 Enforcement

Business Continuity Plans that have not been reviewed as scheduled and have not requested and have had an Exception granted will be considered out of Compliance. Non-Compliant Plans will be reported Chief Risk Office, Operational Risk Management team.

Violations and Exceptions will be monitored by the Office of Business Resilience.

7.0 Related Policies and Summaries

[Lincoln National Corporation \(LNC\) Business Continuity Plan Summary](#)

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