

# **BUSINESS CONTINUITY**& CONTINGENCY PLAN

11/17/2021

UWHARRIE INVESTMENT ADVISORS 704/983-5959 132 N. FIRST STREET ALBEMARLE, NC 28001

WWW.UWHARRIE.COM/WEALTH-MANAGEMENT

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# **PREFACE**

Despite the efforts of each business, state and local government and federal agency to renovate, validate, and implement their mission-critical information systems, the financial industry remains vulnerable to the disruption of its business processes. Because most companies in the financial industry are highly dependent on information technology to carry out their business, a business disruption induced failure of one or more mission critical system(s) may have a severe impact on a financial services Firm's ability to deliver core business services.

Because of these risks, the U.S. Securities and Exchange Commission ("SEC") and State Regulators have implemented programs to attempt to mitigate the risks associated with business failures in the financial industry which would be caused by an event causing a failure to deliver financial services as a result of a significant business disruption. The SEC has required that Firms create and maintain a business continuity plan.

Ultimately, the business continuity planning process focuses on reducing the risk of business failures resulting from business disruptions. It safeguards a company's ability to produce a minimum acceptable level of outputs and services in the event of failures of internal or external mission-critical information systems and services. While it does not offer a long-term solution to all situations which creates significant business disruption, it will help Uwharrie Investment Advisors to prepare for a potential crisis.

# **REGULATORY BACKGROUND**

#### **GENERAL OVERVIEW**

The SEC takes the position that an adviser's fiduciary obligation to its clients includes the obligation to its clients' interests from being placed at risk as a result of the adviser's inability to provide advisory services after a disaster, death of a key personnel or other interruption of business. Recordkeeping Rule 204-2(g)(3) ("the Rule") requires advisers that maintain records in electronic formats to establish and maintain procedures to safeguard the records from destruction or loss.

#### PLAN ELEMENTS

The Business Continuity Plan ("the Plan") for Uwharrie Investment Advisors (referred to herein as "UIA" and/or "Firm") addresses the elements set forth in the Rule. The Rule requires that a Firm's business continuity plan, at a minimum, address 10 critical elements, those are:

- 1. Data back-up and recovery (hard copy and electronic);
- 2. All mission critical systems;
- 3. Financial and operational assessments;
- 4. Alternate communications between customers and the member;
- 5. Alternate communications between the member and its employees;
- 6. Alternate physical location of employees;
- 7. Critical business constituents, banks, and counter-party impact;
- 8. Regulatory reporting;
- 9. Communications with regulators; and
- 10. How the member will assure customers' prompt access to their funds and securities in the event that the member determines that it is unable to continue its business.

Most of these elements are covered in the Firm's holding company's Business Continuity Plan ("UCC Plan"). This UCC Plan incorporates the affiliates of the holding company, including UIA.

#### **PLAN OVERVIEW**

#### FIRM POLICY

The policy of the Firm is to respond to a Significant Business Disruption ("SBD") by safeguarding employees' lives and Firm property, making a financial and operational assessment, quickly recovering and resuming operations, protecting all of the Firm's books and records, and to the extent practicable, allowing our customers to transact business as soon as possible following an SBD. In the event that the Firm determines that it is unable to continue its business, the Firm will take steps to assure customers prompt access to investments and the underlying issuers of those investments. The Firm is a subsidiary of Uwharrie Capital Corp ("UCC") and is covered under its business continuity plan. The Disaster Recovery Team of the Firm's parent (Uwharrie Capital Corp) is responsible for effecting this Business Continuity plan in the event of an emergency or natural disaster.

#### SIGNIFICANT BUSINESS DISRUPTIONS ('SBD')

The Plan anticipates two kinds of SBDs, internal and external. Internal SBDs affect only the ability of the Firm to communicate and do business, such as a fire in its building. External SBDs prevent the operation of the securities markets or a number of Firms, such as a terrorist attack, a pandemic, a city flood, or a wide-scale, regional disruption. The response of the Firm to an external SBD relies more heavily on other organizations and systems.

In the event of a flu pandemic or other form of viral outbreak, depending on the circumstances involved, this Firm could disperse main office personnel to other locations in one of the Uwharrie

Capital Corp branches or surrounding areas, provide employees with electronic access to work from their homes, and/or assess ways to make the main office facilities more biohazard resistant.

#### APPROVAL AND EXECUTION AUTHORITY

Members of the Disaster Recovery Team reviews the Business Continuity plan with the Chief Compliance Officer, Misty Thornburg, or designated person at least annually, updating the information set forth in the plan to accommodate changes in the Firm's business model, operations, and/or key personnel, among other things. Each year, the Disaster Recovery Team may conduct other tests to evaluate the efficacy of the business continuity plan. The results of these tests are recorded, reviewed, and maintained by the Disaster Recovery Team, and any findings associated with the assessment are submitted to the parent company's board of directors for review.

#### PLAN LOCATION AND ACCESS

UCC will maintain copies of the Plan and the periodic reviews, and the changes that have been made to it. The Firm will make such records available for inspection by the SEC and/or various state regulators.

#### **UPDATES AND ANNUAL REVIEW**

UCC will update the Plan whenever there is a material change in the operations, structure, business or location of the Firm or its affiliates. In addition, UCC's Disaster Recovery Team will review this Plan periodically to modify it for any changes in the operations, structure, business or location of the Firm or its affiliates.

#### **EMERGENCY CONTACT PERSON**

Executive Management is aware of the potentially devastating financial, organizational, and political consequences of the failure of one or more mission-critical information systems. The two emergency contact persons for the Firm are:

Christy Stoner CHIEF EXECUTIVE OFFICER

Office Phone: 704/991-1138 Cell Number: 704/773-0386

E-Mail Address: cstoner@uwharrie.com

Misty Thornburg CHIEF COMPLIANCE OFFICER

Office Phone: 704/991-1229 Cell Number: 980/622-1206

E-Mail Address: mthornburg@uwharrie.com

#### **BUSINESS DESCRIPTION**

UIA is registered as an investment adviser with the US Securities and Exchange Commission and notice filed in the appropriate states. UIA is organized as a corporation.

#### **OUR SERVICES INCLUDE**

#### INVESTMENT ADVISORY

Services include investment analysis, allocation of investments, security selection, quarterly portfolio statements, quarterly newsletters, and ongoing monitoring of your portfolios.

#### FINANCIAL PLANNING

We conduct an analysis of your current situation and identify and implement appropriate financial planning and investment management techniques to help you to meet your specific financial

objectives. Such services include various reports on specific goals and objectives or general investment and/or planning recommendations, answers to outside assets and periodic updates.

#### EMPLOYER SPONSORED RETIREMENT PLAN CONSULTING

We offer consulting on the best ways to maximize your employer sponsored retirement plan options.

#### **CONSULTING SERVICES**

We provide clients advisory services on a more-limited basis on one-or-more isolated areas of concern such as estate planning or any other specific topic.

# OFFICE LOCATIONS

UIA has the one location 132 N. 1<sup>st</sup> Street Albemarle, NC. Its main telephone number is 704/983-5959.UIA's employees may travel to that office by means of car. We engage in order taking and entry at this location.

#### ADDITIONAL OFFICE(S)

Our other offices are located at:

Address Telephone
222 Sunset Ave, Suite 107 704//991-1228
Asheboro, NC 28203

5231 Piper Station Drive 704/991-2828

Charlotte, NC 28277

700 Church Street 704/262-3855

Concord, NC 28025

Our employees may travel to any of these offices by car.

#### **ALTERNATIVE LOCATION FOR EMPLOYEES**

In the event of an SBD, we will move our staff from affected office(s) to an unaffected location or they will work from their homes. Staff will use their cell phones for contact purposes.

#### **EMPLOYEES WORKING REMOTELY**

Please refer to UCC's Business Continuity Plan for requirements for employees allowed to work remotely.

# **CUSTOMERS' ACCESS TO FUNDS AND SECURITIES**

UIA does not maintain physical possession of customers' funds and securities. Both customer funds and securities are maintained by qualified custodians. In the event of an internal or external SBD, if telephone service is available, our Investment Adviser Representatives will continue to take customer orders or instructions and, to the extent practicable, assist such customers in contacting custodians. In the event that customers of UIA are unable to access the Firm, either at its primary phone number or the Firm emergency number, customers will be able to contact the custodian directly for instructions on how they may obtain prompt access to funds and securities, subject, however, to any limitations set forth previously by the custodian.

#### DATA BACK-UP AND RECOVERY

#### **ELECTRONIC AND HARD COPY BOOKS AND RECORDS**

UIA maintains its primary hard copy books and records and its electronic records at 132 North 1<sup>st</sup> Street, Albemarle, NC. Misty Thornburg is responsible for the maintenance of these books and records. The Firm maintains the following document types and forms that are not maintained electronically: (i) certain documents that have been unable to be scanned due to age or quality of copy; (ii) certain documents from former clients that were not previously scanned; (iii) certain financial records and corporate records of the Firm that were not previously scanned.

#### **BACK UP PROCEDURES**

Please refer to the UCC Business Continuity Plan for details on electronic backup procedures.

In the event of an internal or external SBD that causes the loss of paper and/or electronic records, UCC will either physically recover the storage media or electronically recover data from its back-up site, or if its primary site is inoperable, continue operations from an alternative location.

#### FINANCIAL AND OPERATIONAL ASSESSMENTS

#### **OPERATIONAL RISK**

In the event of a SBD, the Firm will immediately identify what means will permit the Firm to communicate with its customers, employees, critical business constituents, critical banks, critical counter-parties, and regulators. Although the effects of a SBD will determine the means of alternative communication, the communication options we will employ will generally include (a) facsimile; (b) e-mail; (c) telephone; (d) telephone voice mail; (e) cellular and mobile phone services; (f) service providers, including compliance consultants, attorneys and accountants; (g) messenger; and (h) mail service. Please refer to UCC's Business Continuity Plan for further details.

#### FINANCIAL CREDIT RISK

In the event of a SBD, UIA will determine if the business interruption causes the company to interrupt its operations to the point that the alternative measure discussed in the sections above and below cannot be implemented, the Company's customers shall be referred to the custodian.

#### **MISSION CRITICAL SYSTEMS**

# **DEFINITION**

"Mission critical systems" are those that ensure prompt and accurate processing of securities transactions, including order taking, entry, execution, comparison, allocation, the maintenance of customer accounts, access to customer accounts, and the delivery of funds and securities.

#### **IDENTIFY BUSINESS SYSTEMS**

UCC will identify the mission critical systems utilized by the Firm in providing services to its clients.

#### **ASSESSMENT**

UCC has primary responsibility for establishing and maintaining its business relationships with customers, and the sole responsibility for maintaining our mission critical functions of order taking and entry. Please refer to UCC's Business Continuity Plan for details related to mission critical systems.

#### FIRM SYSTEMS

#### **ORDER TAKING**

Currently, the Firm may correspond with customers in person, via telephone, live video conferencing, or electronic mail. During a SBD, either internal or external, the Firm will continue to correspond in any of these methods that are reasonably available to it and reliable, and in

addition, as communications permit, the Firm will inform its customers when communications become reasonably available to tell them what alternatives are available.

#### OTHER SERVICES CURRENTLY PROVIDED TO CUSTOMERS

Investment Adviser Representatives may provide services to customers other than those directly related to investment management and financial planning via other affiliated entities.

Currently, Investment Adviser Representatives may correspond with customers in person, via telephone, live video conferencing, or electronic mail. During an SBD, either internal or external, the Firm will continue to correspond in any of these methods that are reasonably available and reliable, and in addition, as communications permits. The Firm will inform its customers when communications become available.

# ALTERNATIVE COMMUNICATIONS BETWEEN FIRM & CUSTOMERS, EMPLOYEES & REGULATORS

We provide investment advice to individuals, high-net worth individuals, employee sponsored retirement plans, institutions, charitable organizations, trusts, foundations, endowments, and estates.

#### **CUSTOMERS**

UIA currently communicates with our customers using the telephone, e-mail, live video conferencing, US Mail, delivery services and in person visits at our offices or at the customer's location. In the event of a SBD, the Firm will assess which means of communication are still reasonably available to it, and use the means closest in speed and form, either written or oral, to the means that have been used in the past to communicate with the other party. For example, if an UIA advisor has communicated with a party by e-mail but the Internet is unavailable, the Firm will call them on the telephone and follow up where a record is needed with paper copy in the United States Mail. Please refer to UCC's Business Continuity Plan for further details related to alternative communication between Firm and Customers, Employees & Regulators.

#### **EMPLOYEES**

UIA currently communicates with its employees using the telephone, fax, video conferencing, e-mail and in person. In the event of a SBD, the Firm will assess which means of communication are still reasonably available, and use the means closest in speed and form, either written or oral, to the means that have been used in the past to communicate with the other party. The CEO or designee shall contact and communicate with appropriate executives of the Firm as to who shall be responsible to contact and/or communicate to the employees by telephone, e-mail, messenger or in person.

#### **EMPLOYEES WORKING REMOTELY**

 Please refer to UCC's Business Continuity Plan for details related to requirements related to employees working remotely.

Please refer to UCC's Business Continuity Plan for details regarding how UCC will modify its "normal operating" supervisory and compliance policies and procedures to address the unique risks and conflicts of interest presented by remote operations.

#### **REGULATORS & REGULATORY REPORTING**

With respect to regulatory reporting, UIA currently files reports with the respective Regulators using paper copies in the United States Mail and delivery services, electronically using facsimile, e-mail, and the Internet, and through service providers who provide access through the same methods. In the event of a SBD, the Firm will check with Regulators to determine which means of filing are still available to it, and use the means closest in speed and form (written or oral) to previous filing methods utilized by UIA. In the event that UIA cannot contact its Regulators, it will continue to file required reports using the communication means

available to the Firm. Contact information regarding the Regulators with whom the Firm files reports on a regular basis is attached hereto on *Exhibit A*.

# CRITICAL BUSINESS CONTITUENTS, BANKS, AND COUNTER-PARTIES

#### **BUSINESS CONSTITUENTS AND COUNTER-PARTIES**

Please refer to UCC's Business Continuity Plan for details related to contacting critical business constituents and counter-parties.

#### **SUCCESSION PLAN POLICY**

In the event the CCO of UIA is no longer able to serve in this position, the advisory accounts will be overseen by the CEO or referred to the custodian of the account.

#### SIGNIFICANT BUSINESS DISRUPTIONS ("SBD")

#### **INTERNAL SBD – FACILITIES EMERGENCY EVACUATION PROCEDURES**

#### FIRE EMERGENCY OR BOMB THREAT EVACUATION PROCEDURES

If an evacuation of any facility is necessary, please refer to UCC's Business Continuity Plan for evacuation procedures.

#### **EMERGENCY DURING BUSINESS HOURS**

All personnel of UCC/UIA should follow the standard emergency evacuation procedures above. In the event of an emergency, updated hours of operation will be noted on our website and at each physical location effected.

#### **EMERGENCY OUTSIDE OF BUSINESS HOURS**

In an emergency involving any employees' personal safety, it is the responsibility of every employee to check in and report their whereabouts. You should leave a voice mail on your Manager's office phone and/or cell phone. If you cannot reach your Manager, please leave a voicemail on the CEO's or CCO's phone:

Christy Stoner CHIEF EXECUTIVE OFFICER

Office Phone: 704/991-1138 Cell Number: 704/773-0386

E-Mail Address: cstoner@uwharrie.com

Misty Thornburg CHIEF COMPLIANCE OFFICER

Office Phone: 704/991-1229 Cell Number: 980/622-1206

E-Mail Address: mthornburg@uwharrie.com

When leaving your initial message, please include the following information:

- Your Name
- Your contact number
- Where you are physically
- Whether you have access to your voicemail and e-mail

# **SUCCESSION PLAN**

UIA ensures our business will remain successful and be able to adapt to events that may arise (including, among other things, retirement). Details around succession planning for Senior Management for UCC and

affiliates have been documented and reviewed by the UCC Examining Committee and by the UCC Board of Directors.

# **EMPLOYEE AWARENESS OF PLAN**

UCC's Disaster Recovery Team tests and reviews UCC's Business Continuity Plan at least annually. Members of this Team and Employees involved in the testing are involved in the updates of the Plan and the findings of the testing.

# **NOTIFICATION**

In addition to any action taken by the Firm with respect to disruption of its business processes which relate to the ability of UIA] to deliver financial services to its customers, UIA will promptly notify the appropriate regulators of any such problems.

# MANAGER APPROVAL

In my capacity as the CCO for UIA, I have approved this Business Continuity Plan for UIA, effective as of the date set forth herein, as being reasonably designed to enable the Firm to meet its obligations to customers in the event of a SBD. This Business Continuity Plan only covers aspects of the Firm's activities and personnel not covered in the UCC Business Continuity Plan.

MANAGER SIGNATURES	
CCO Signature:	Date:
CCO Print Name:	

# **GLOSSARY**

#### **APPLICATION**

A computer program or set of programs designed to help people perform certain types of work.

#### **ASSESSMENT**

The process of identifying core business areas and processes, completing an inventory and analyzing systems supporting the core business areas, prioritizing their conversion or replacement, identifying risks and the necessary resources.

#### **BUSINESS AREA**

A grouping of business functions and processes that result in the production of specific outputs or services.

#### **BUSINESS FUNCTION**

A group of logically related tasks, which when they are performed, accomplish an objective.

#### **BUSINESS CONTINUITY PLAN**

A contingency plan describes the steps a company would take, including the activation of manual or contract processes, to ensure the continuity of its core business processes in the event which causes a business interruption induced system or process failure.

#### **DEFECT**

A problem or "bug" that, if not removed, could cause a program to either produce erroneous results or otherwise fail.

#### **FIRM**

Uwharrie Investment Advisors ("UIA")

# INFRASTRUCTURE

The computer and communication hardware, software, databases, people, and policies supporting the company's businesses and operations.

#### **INTERFACE**

A connection between two business systems or processes. The hardware or software needed to enable one device to communicate with another.

#### MISSION-CRITICAL SYSTEM

The off these critical functions would cause an immediate stoppage or significant impairment to core business areas.

#### **OUTSOURCING**

Paying another company or individual, to provide services that an organization might otherwise have performed itself, (i.e., software development, payroll)

#### **PLATFORM**

The foundation technology of a computer system. Typically, a specific combination of hardware and operating software.

#### **REGULATORS**

Refers collectively to the SEC and various other regulatory entities having jurisdiction over the business activities of Uwharrie Investment Advisors ("UIA").

#### SBD

Significant Business Disruption

#### SEC

U.S. Securities and Exchange Commission

# **QUALITY ASSURANCE**

The critical review process to guarantee that all procedures, tasks, analysis, and reporting were correctly performed.

# UTILITIES

To a business this could mean several things: computer programs designed to perform maintenance work on the system or on system components, i.e., a storage back-up system, a disk or file recovery program, or a resource editor; or the general phrase used to refer to telecommunication, electrical, gas, water and waste management services.

# EXHIBIT A

# **REGULATOR CONTACT INFORMATION**

# U.S. Securities and Exchange Commission ("SEC")

100 F Street, NE Washington, DC 20549 Office of Investor Education and Assistance Phone: (202) 551-6551

# **IARD Website**

http://www.iard.com/