

TOKYO (K) SERVICES LIMITED

📍 Kenyatta Street, Santuri Court, 2nd Floor

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✉ tokyokservices@gmail.com



P.O Box 8710-30100

Eldoret, Kenya

🌐 www.tokyogroupkenya.com

BUSINESS CONTINUITY PLAN (BCP)

Policy Reference	TKS-BCP-005
Effective Date	31 st January 2026
Review Cycle	Annual
Version	1.0
Approved By	Managing Director

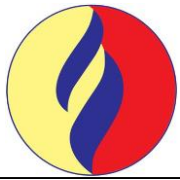
1. POLICY STATEMENT

Tokyo (K) Services Limited is committed to maintaining operational resilience and stability against potential disruptions. Effective business continuity planning is essential for consistent service delivery within the petroleum logistics sector, where operational interruptions can have significant impact.

The Company shall implement practical and reasonable measures including contingency arrangements, resource planning, and communication protocols to safeguard critical operations. These measures aim to minimize disruptions while remaining aligned with operational realities.

The Company is dedicated to ongoing review and enhancement of its continuity framework to strengthen preparedness, responsiveness, and operational reliability. A robust **Business Continuity Management System (BCMS)** will ensure:

- Protection of employees, contractors, and the public.
- Continuous transportation and delivery of petroleum products.
- Rapid recovery from operational disruptions.
- Compliance with regulatory requirements (Energy and Petroleum Regulatory Authority and Directorate of Occupational Safety and Health Services).
- Protection of company assets, infrastructure, information, and reputation.



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2. PURPOSE OF THE PLAN

The Business Continuity Plan aims to:

- Provide a structured response to operational disruptions.
- Ensure continuity of critical fuel supply and logistics services.
- Reduce financial, operational, and reputational losses during emergencies.
- Safeguard personnel, equipment, and petroleum products.
- Provide a recovery framework for restoring normal operations.

3. SCOPE

This Plan covers all operations of Tokyo Kenya Services Limited, including:

- Petroleum product transportation
- Fleet and tanker operations
- Cross-border fuel logistics
- Dispatch and scheduling
- Administrative operations
- Customer service operations
- Fuel storage and handling

The Plan applies to all employees, contractors, drivers, and operational partners.

4. BUSINESS CONTINUITY OBJECTIVES

Tokyo Kenya Services Limited will strive to:

1. Protect life and ensure safety of employees and the public.
2. Maintain critical fuel transportation operations.
3. Restore normal operations as quickly as possible.
4. Maintain communication with customers, regulators, and stakeholders.
5. Protect company reputation and contractual obligations.



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5. RISK ASSESSMENT

Operational Risks:

- Fuel tanker accidents
- Mechanical breakdown of trucks
- Driver fatigue or unavailability
- Fuel contamination
- Depot loading delays

Infrastructure Risks:

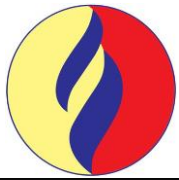
- Road closures
- Bridge failures
- Border delays
- Fuel depot disruptions

Security Risks:

- Fuel theft
- Tanker hijacking
- Vandalism
- Civil unrest

Environmental & Natural Risks:

- Floods
- Fires
- Extreme weather
- Oil spills



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Technology Risks:

- Fleet tracking system failure
- Communication system failure
- Loss of operational data

Health Risks:

- Pandemics
- Workforce illness outbreaks

6. BUSINESS IMPACT ANALYSIS (BIA)

Critical Function	Impact if Disrupted	Maximum Downtime
Fuel Transportation	Delivery failure, customer loss	24 hours
Fleet Management	Operational breakdown	24 hours
Dispatch & Scheduling	Delivery delays	12 hours
Customer Communication	Customer dissatisfaction	12 hours
Financial Operations	Payment disruptions	48 hours

7. BUSINESS CONTINUITY MANAGEMENT TEAM (BCMT)

Managing Director

- Overall leadership
- Activation of Business Continuity Plan

Operations Manager

- Coordination of transport logistics
- Route management and dispatch



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Fleet Manager

- Vehicle recovery
- Emergency maintenance coordination

Safety & Compliance Officer

- Incident response
- Regulatory reporting
- Safety management

Finance & Administration Manager

- Financial operations
- Insurance and documentation

8. INCIDENT RESPONSE AND ESCALATION

Stage 1: Incident Identification – Disruption reported to management.

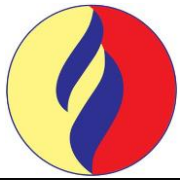
Stage 2: Incident Assessment – Evaluate safety, operational, environmental, and regulatory impacts.

Stage 3: Plan Activation – Managing Director activates the BCP.

Stage 4: Emergency Response – Actions may include:

- Dispatching alternative trucks
- Engaging subcontract transporters
- Rerouting deliveries
- Activating emergency spill response teams
- Coordinating with authorities

Stage 5: Recovery – Restore operations, repair equipment, and conduct incident investigations.



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9. FLEET CONTINUITY PLAN

- Preventive maintenance for all trucks and tankers
- Backup agreements with transport contractors
- Spare parts and service arrangements with mechanics
- Driver training in defensive driving and hazardous material transport

10. FUEL SPILL AND ACCIDENT RESPONSE

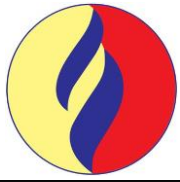
1. Secure the area and protect life.
2. Notify emergency services.
3. Activate spill containment procedures.
4. Inform management and regulatory authorities.
5. Deploy spill containment equipment.
6. Coordinate clean-up and environmental protection.

11. COMMUNICATION MANAGEMENT

Communication will be maintained with:

- Employees and drivers
- Customers
- Insurance providers
- Emergency services
- Regulatory authorities (EPRA)

Channels: Mobile networks, email, fleet tracking systems, emergency contact lists



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12. INFORMATION AND DATA PROTECTION

- Critical business records backed up electronically
- Secure storage of financial and logistics data
- Digitization of delivery documentation where possible

13. INSURANCE AND FINANCIAL PROTECTION

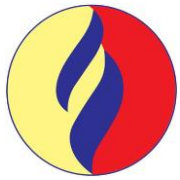
- Motor vehicle comprehensive insurance
- Goods in transit insurance
- Public liability insurance
- Environmental liability insurance
- Fire and property insurance

14. TRAINING AND AWARENESS

Employees will receive training in:

- Emergency response procedures
- Fuel spill management
- Road safety and defensive driving
- Incident reporting
- Business continuity awareness

Periodic emergency drills will be conducted.



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15. PLAN TESTING

BCP shall be validated through:

- Emergency simulation exercises
- Table-top management drills
- Incident response reviews

16. PLAN REVIEW

BCP shall be reviewed:

- Annually
- After major incidents
- When operational changes occur
- When regulatory requirements change

17. APPROVAL

This Plan is approved by the Management of Tokyo Kenya Services Limited and applies to all company operations.

Managing Director

Tokyo Kenya Services Limited

Signature: _____

Date: _____