



## **Business Continuity Plan**

### **Axxcess Wealth Management, LLC**

**Effective Date: April 29, 2022**

CONFIDENTIAL – NOT TO BE DISTRIBUTED OUTSIDE THE FIRM

This Business Continuity Plan is the property of Axxcess Wealth Management, LLC (“AWM” or the Advisor), and its contents are confidential and may not be distributed outside the firm without the prior approval of the Chief Compliance Officer.

Using this BCP

Each Supervised Person of AWM must read and understand the Business Continuity Plan and comply with all of the policies and procedures herein.

**Table of Contents**

---

**Cover Page ..... 1**

**Table of Contents ..... 2**

**1. Overview ..... 3**

**2. Internal and External Communication ..... 3**

**3. Critical Business Functions ..... 4**

**4. Alternate Work Sites ..... 5**

**5. Maintenance, Protection, Recovery, and Backup of Key Systems and Data ..... 6**

**6. Restricted Information Log ..... 6**

**7. Key Person Risk and Succession Planning ..... 6**

**8. Testing the BCP ..... 7**

## 1. Overview

---

This Business Continuity Plan (herein the “BCP”) for Axxcess Wealth Management, LLC (“AWM” or the “Advisor”) provides guidance to the Advisor, and its owners, employees, independent contractors, and other insiders of the Advisor (herein collectively “Supervised Persons”) in the event of a business interruption or loss of key personnel.

In connection with its fiduciary duty to its clients (“Clients”), securities regulators expect the Advisor and its Supervised Persons to take reasonable steps to ensure continued operations in the event of a business interruption.

The goal of the BCP is to provide a framework to guide the continuation of business operations of the Advisor in the event of a Significant Business Disruption (“SBD”) as defined herein.

The BCP shall take into consideration the length of the interruption and the priority of business activities to ensure that the Advisor’s obligations to its Clients are met. It is understood that minor modifications may be made to activities specified within the BCP as required by the specific emergency encountered at the time the event takes place.

There are numerous SBD scenarios in which the BCP would be implemented, including a loss of access to the Advisor’s primary office, loss of Internet, phone outage, systems interruption, vendor outage, power outage, natural disaster, infectious disease pandemics, medical reasons, etc. As it is not practical to plan for every potential interruption, the Advisor will make every effort to ensure its ability to continue operations.

### **Disaster Recovery Team**

The Chief Compliance Officer (“CCO”) is responsible for the implementation of this BCP and accountable for oversight and supervision. Jon Brackmann serves as the Disaster Recovery Coordinator (“DRC”) under the supervision of the CCO. The DRC shall train all Supervised Persons to ensure a complete understanding of the overall BCP, as well as each Supervised Person’s responsibilities during an SBD. The CCO or DRC may also delegate a portion of the responsibilities to appropriate delegates (each a “Delegate”) but remain primarily responsible for the BCP oversight and administration.

### **Amendments**

The CCO will amend, modify, suspend, or terminate any policy or procedure contained in the BCP, as well as add any policy as necessary. The Advisor will endeavor to promptly inform Supervised Persons of any relevant changes and provide each Supervised Person with the respective updated BCP document as soon as practicable.

### **Receipt and Acknowledgement**

The BCP is provided to each Supervised Person upon hire and annually thereafter. The BCP will also be distributed on an ad hoc basis if there are any material amendments. Electronic copies are posted and stored internally in a location that is accessible by all Supervised Persons. All Supervised Persons must review the BCP and sign an acknowledgment that they have read, understood, and will abide by the BCP.

## 2. Internal and External Communication

---

In the event of an SBD, communication is critical. Below are standard communication procedures for potentially affected parties. Please note that based on the incident’s facts and circumstances, the DRC may alter the below procedures as necessary.

### **Advisor and Supervised Persons**

Depending on the nature of the SBD, the DRC will contact Supervised Persons to notify them of the situation and provide the next steps (i.e., work from the alternate worksite, come into the office, etc.). Throughout the life cycle of the SBD, the DRC will keep Supervised Persons updated. The mode of communication may vary between phone calls, texts, and/or email, depending on the timing and impact of the SBD. The Advisor will maintain updated Supervised Person contact information within their Customer Relationship Management

system (“CRM”) or other contact storage location. The Advisor will ensure that all Supervised Persons have access to CRM or other storage locations via an internet connection.

Additionally, it recommends that Supervised Persons maintain that a copy of the BCP and relevant appendices are accessible from their personal residences.

### **Clients**

Depending on the nature and expected duration of the SBD, the DRC will determine when and how to communicate with Clients to alert them to the situation and keep them apprised as the situation evolves. The Advisor will maintain updated Client contact information within their Customer Relationship Management system (“CRM”) or other contact storage locations. The Advisor will ensure that all Supervised Persons have access to CRM or other storage locations via an internet connection.

### **Critical Vendors**

The Advisor relies on critical vendors who operate enterprise-grade systems and maintain appropriate plans in place (i.e., business continuity and cybersecurity) to ensure the integrity and accessibility of the stored data.

Depending on the nature of the SBD, the DRC will contact critical vendors (businesses with which the Advisor has an ongoing commercial relationship in support of operating activities, such as vendors providing the Advisor with critical services) and determine the extent to which the Advisor can continue the business relationship during the SBD. The Advisor will quickly establish alternative arrangements if a critical vendor can no longer provide the needed services when needed because of an SBD affecting them or the Advisor. The Advisor will maintain updated Critical Vendor contact information within their Customer Relationship Management system (“CRM”) or other contact storage location. The Advisor will ensure that all Supervised Persons have access to CRM or other storage locations via an internet connection from any location. The Advisor will maintain updated Critical Vendor contact information both within their Contact Relationship Management system (“CRM”) or other contact storage location. The Advisor will ensure that all Supervised Persons have access to CRM or storage location via an internet connection.

### **Regulators**

Depending on the type of business interruption, the DRC will work with the CCO or Delegate to contact regulators if there is the possibility of any regulatory reporting disruption or potential rule violations that could result from the business interruption. The Advisor will maintain updated regulator contact information within their CRM. The Advisor will ensure that all Supervised Persons have access to CRM from their alternate worksite.

## **3. Critical Business Functions**

---

This section of the BCP discusses business functions segregated by how soon after the incident they must be functional to provide seamless services to Clients.

### **Day One Critical Business Functions**

Day One critical business functions are defined as activities that must be performed on a daily basis. Included are any processes that, if affected, will result in financial, reputational, regulatory, or operational risk.

1. Trading, Portfolio Management, and Operations
  - a. Pre-trade research
  - b. Position reconciliation
  - c. Trade review and approval
  - d. Trade execution
  - e. Trade confirm reconciliation
2. Client Service
  - a. Client account access
  - b. Client contact information
  - c. Client account restrictions
3. Systems
  - a. Custodian and/or Sub-Advisor platform access
  - b. Systems backup (online or portable backup drive[s] with critical information)

### **Day Ten Critical Business Functions**

Day Ten critical business functions are defined as important and necessary functions that must be performed regularly, but if not performed for several days during a business interruption, they will NOT have a significant effect on the organization. Day Ten business functions include those that can be mitigated by applying additional financial and human resources to address the interruption and bring all systems and processes online.

1. Trading, Portfolio Management, and Operations
  - a. Management and ad hoc reporting
  - b. Maintenance of Client files
  - c. Accounts Payable (Billing, etc.)
  - d. Delivery of disclosure statements to new Clients (48 Hours)
  - e. Records retention and filing
  - f. Performance calculation and reporting
2. Client Service
  - a. Client portfolio review
  - b. Management and ad hoc reporting
3. Systems
  - a. Regular system maintenance
  - b. Vendor inquiries
  - c. Hardware/software testing
4. Executive and Compliance
  - a. Regulatory filings
  - b. Email monitoring
  - c. Marketing material creation/review
  - d. Certain compliance functions

### **Nonrecurring Critical Business Functions**

Nonrecurring critical business functions are defined as critical activities that do not occur on a consistent basis but may be treated as a Day One critical business function, as necessary.

1. Trading, Portfolio Management, and Operations
  - a. Trade error correction
  - b. Account terminations
2. Client Service
  - a. Client change request - financial condition or suitability

## **4. Alternate Work Sites**

---

In the event that the Advisor's office location[s] are not accessible, Supervised Persons (as applicable) may work from home using their home's secure Internet access to securely connect to the Advisor's technology systems and continue performing job responsibilities.

For Supervised Persons who work remotely, in the event that the Supervised Person's home office location[s] are not accessible, Supervised Persons (as applicable) will relocate to a specified branch office, allowing Supervised Persons to continue business operations.

The DRC will take into consideration the type of interruption expected, the duration of the interruption, weather/traffic conditions, staff locations, as well as other factors that are to be determined when deciding if Supervised Persons should relocate to their alternate worksite.

### **Infectious Disease Pandemics**

In the event of the spread of an infectious disease or pandemic, the Advisor will require all Supervised Persons to work remotely for a period of time. The DRC will assess whether any business operations cannot be performed remotely and identify site-critical personnel who must be physically located at their duty stations in order to perform their job. Access to firm premises will be limited to site-critical personnel. All other Supervised Persons must obtain permission from the DRC on a case-by-case basis before entering firm premises.

The DRC should assess whether employees have adequate systems and equipment to work remotely for at least 14 days. The assessment should consider ways to ensure Supervised Persons can access critical trading systems, client data, and any other documentation or software necessary to perform their duties. Supervised Persons should confirm whether they have adequate computers, laptops, and/or other personal devices with a secure and reliable internet connection at their residencies. Supervised Persons are required to conduct all meetings with prospective clients, current clients, and service providers via phone, video, or web conferencing whenever possible. Supervised Persons should avoid entering into close proximity to Clients, especially senior Clients and/or those who may have severe underlying medical conditions.

## **5. Maintenance, Protection, Recovery, and Backup of Key Systems and Data**

---

The Advisor has implemented the following procedures to ensure the availability of critical data in the event of a business interruption where data must be replicated or restored:

### **Cloud-Based Storage Systems**

The Advisor primarily utilizes third-party vendors for the maintenance of books and records and business activities. Additionally, most third-party vendors leverage cloud-based storage systems. As such, the continuity of the Advisor's services is heavily dependent on cloud-based systems. Cloud-based systems are backed up periodically by the service provider. These backups generally occur daily. Third-party vendors have their business continuity plans and maintain highly available systems that are accessible from any location where an Internet connection is present.

### **Phone System**

The Advisor utilized mobile phones for its office phones. If there is a business interruption where the expected duration exceeds one (1) business day, the Responsible Person shall assess the impact of continued use of alternate methods of communication and determine the best course of action.

### **Internet and Email**

If the Advisor's Internet or email services are not functioning and the expected duration is four (4) hours or less to restoration, the Advisor may opt to utilize telephones as an alternative means of conducting all necessary business activities. Should the expected or actual duration exceed four (4) hours, the DRC may decide to relocate some or all Supervised Persons to the alternate worksite.

## **6. Restricted Information Log**

---

During an SBD, the Advisor may have to provide sensitive information to those outside of the Advisor. The Advisor will make every reasonable effort to ensure protection and privacy resulting from this necessary sharing of information. The CCO or Delegate shall make the formal determination as to whether any information is to be shared outside of the Advisor and what will be the protective measures taken (i.e., password change, confirmation of document destruction, etc.).

<b>Date</b>	<b>Provided To</b>	<b>Details</b>	<b>Protective Measures</b>

## **7. Key Person Risk and Succession Planning**

---

The continued operations of the Advisor are heavily contingent upon the availability of key personnel ("Key Person[s]") and the business owner[s] having a successor[s] in place to take over the business ("Succession

Plan”). The primary goal of this BCP is to ensure that Client interests are protected. The long-term unavailability or loss of Key Persons and the lack of a Succession Plan is a risk to the Client’s experience with the Advisor.

Given the structure of the Advisor, there is a broad team of experts who are increasingly cross-trained in their area(s) of expertise. The Advisor is confident in their ability to maintain daily operations in the event of the loss of any single individual.

From a long-term continuity standpoint, the Advisor’s operating and shareholder agreements speak to specific succession plans in the event of either planned or unforeseen departure of key personnel.

This Key Person Risk and Succession Planning language contained in the BCP shall be reviewed regularly in order to incorporate any changes in the Advisor’s business operations that would impact the document, as applicable.

## **8. Testing the BCP**

---

The CCO is responsible for testing the integrity of the BCP and making any required modifications given the results of the testing, as applicable.

### **Alternate Work Sites**

On an at least annual basis, Supervised Persons will work from their alternate work site to ensure that each Supervised Person can resume all critical business functions and day-to-day operations. The review will be documented within the Advisor’s books and records.

### **Third-Party Vendor Due Diligence**

On an annual basis, the CCO or Delegate will request BCP information from its vendors to ensure they maintain an adequate contingency plan to support the activities of the Advisor. Any deficiencies will be addressed with the vendor and documented in a memorandum to be placed in Advisor’s books and records and/or the Advisor’s annual review of the effectiveness of the Compliance Program.