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PC-22-PLY-004	<b>BUSINESS CONTINUITY PLAN</b>	

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## **BUSINESS CONTINUITY PLAN**

### **1.0 INTRODUCTION**

This Business Continuity Plan provides a framework and guidance to maintain operational continuity of business and/or to rapidly restore their critical business functions in the event of a disruption to normal operations. It also outlines the orders of succession and emergency delegation of authorities and responsibilities during an incident that disrupts operations.

This document establishes procedure and processes to maintain operational continuity for businesses based on three types of disruptions that could occur individually or in any combination:

- Loss of access to parts of or the entire facility (e.g. fire, curfew, terror attack etc.)
- Loss of services due to a sudden reduction in workforce (e.g., during pandemic or other natural disasters like earthquake and floods etc.)
- Loss of services due to equipment or systems failure (e.g. information technology (IT) systems failure, electrical grid failure)

### **2.0 PLAN OBJECTIVES**

The Protecon's Business Continuity Plan objective is to facilitate the resumption of critical operations, functions, and technology in a timely and orderly manner to ensure a viable and stable organization. In doing this it is critical to ensure the safety and well-being of employees, customers, and visitors.

The primary objectives of the plan are to:

- Maintain Critical Business Functions
- Ensure that employees have safe access to alternate facility
- Protect vital records and ensure their accessibility under all conditions

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### 3.0 PLAN ASSUMPTIONS

The following assumptions were used while creating this plan:

- An event has occurred that affects normal business operations.
- There is limited or no access to the affected facility.
- Documents and equipment within the facility are inaccessible.
- Qualified personnel are available to restore / continue operations.

### 4.0 RISK ASSESSMENT

Risk Event	Probability	Risk Priority	Impact on	Mitigation Strategy
Limited or no access to normal office facilities	Likely	High	Performance of Critical Functions	Readiness to quickly activate Remote Work (Work from Anywhere)
Sudden absenteeism of an employee(s)	Likely	High	Performance of Critical Functions	Smart HOP Process
Unavailability of vital data / information	Likely	High	Performance of Critical Functions	Cloud Based Document Management System

### FACILITY RISK PROFILE: PROTECON CORPORATE OFFICE, NOIDA

Hazard	Probability	Magnitude	Impact Duration	Impact Type	Risk Priority
Thunderstorms Lightning Heavy Rain High Winds	Likely	Limited	Less than 12 hrs.	Limited or no access to the affected facility	Low
Flooding	Highly Likely	Critical	More than 12 hrs.	Limited or no access to the affected facility	High
Earthquake Fire	Possible	Catastrophic	More than 12 hrs.	No access to the affected facility	High
Curfews / Travel Restrictions due to Pandemic or Terror Threats	Likely	Critical	More than 12 hrs.	Limited or No access to the affected facility	Medium

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## 5.0 CRITICAL BUSINESS FUNCTIONS

<b>Critical Business Function: SERVICE DELIVERY</b>	
<b>Business Process to Complete:</b> Timely Submission of Service Deliverables i.e. Plans and Reports to the Stakeholders	
<b>Implications if not Conducted:</b> Significant Financial and Reputational Losses to Protecon	
<b>Facilities and Resources required to deliver on time</b>	
<u>Normal Case</u>	<u>Alternatives</u>
Standard Office Space	Work From Anywhere / "REMOTE"
Computer with internet access	Laptop with internet access
Printer and Scanner	PDF format
Mobile Phone with data SIM	Mobile Phone with data SIM
Meetings & Discussions – Facilities for Online, Offline and Hybrid meetings	Only Online meetings / discussions
Software such as Microsoft Office, Primavera, MS Project, PowerBI, DC Pro, Corel Draw, Tally ERP 9, e-TDS	Cloud based Software such as Microsoft Office, Primavera, MS Project, PowerBI, DC Pro, Corel Draw, Tally ERP 9, e-TDS
Subscription Services: Gmail, Smart-PMS, CloudPay HRMS, Zoom PRO	Subscription Services: Gmail, Smart-PMS, CloudPay HRMS, Zoom PRO
Work in Progress - Data & Collaborations – No formal system in place	<p>Work in Progress - Data &amp; Collaborations through Smart-HOP (Handing Over Protocol)</p> <ol style="list-style-type: none"> <li>Every employee shall nominate and train/prepare at least one Emergency Delegate</li> <li>Every employee shall daily email their WIP files to Emergency Delegate.</li> <li>Employee must get a certificate from the Delegate on every 25<sup>th</sup> of the month and send the same to HR.</li> </ol>
Review, Approval and Submission of Deliverables	Through Email Communication and Zoom Meetings
Data Storage & Retrieval – On Desktop and on Cloud based Document Management System	Data Storage & Retrieval – Cloud based storage space and on Cloud based Document Management System
Support Services – HR, Payroll, Finance, Accounts, Administration functions	Support services are already remote working basis
<b>Maximum Permissible Down Time: 48 Hours</b>	

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## 6.0 EMERGENCY CONTACT DETAILS

**Emergency Contact Details of Employees and Vendors** are maintained up to date by Senior Manager – Human Resources and made available to Presidents.

## 7.0 ORDERS OF SUCCESSION AND DELEGATIONS OF AUTHORITY

Pre-identifying Orders of Succession and Emergency Delegation is critical to ensuring the continuation of effective leadership during an incident that disrupts operations.

### 7.1 ORDERS OF SUCCESSION

These orders of succession are a formal and sequential list of senior leadership positions, *written by position and not name*, to identify who is authorized to assume the role of a position, should the incumbent be unavailable. The term unavailable means the incumbent of a position is not able, because of absence, disability, incapacity, or other causes, to exercise the powers and duties of an office.

### 7.2 EMERGENCY DELEGATIONS OF AUTHORITY

Delegations of authority are the legal authorization to act on behalf of critical positions within the organization for specific purposes and duties. In order to ensure the rapid response to any situation requiring the activation of a Business Continuity Plan, Key Senior Leadership Positions must develop and maintain pre-delegated authorities for policy determinations and decisions, as needed. Each authority is also terminated when the incumbent returns.

### 7.3 ACTIVATION AND TERMINATION TRIGGERS

Activate on: Unavailability of the position OR selective decision by the position

Terminate on: Return of the incumbent

Position to be Succeeded	Emergency Delegation & First Successor	Second Successor	Delegated Authorities and Responsibilities
Chief Executive Officer	President - Operation	President - Commercial	All authorities and responsibilities in case of un-availability but selective authorities and responsibilities in case of selective decision by incumbent.
President - Operation	President - Commercial	Sr. Vice President	
President - Commercial	President - Operation	Sr. Vice President	