

# **BUSINESS CONTINUITY PLAN**

**DAMCO SOLUTIONS PVT. LTD.**

108 HSIDC Industrial Estate, Sector 31,  
Faridabad, 121008

## DOCUMENT CHANGE CONTROL

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## **1. PURPOSE**

The purpose of this business continuity plan is to plan and prepare in the event of any service outages caused by the factors beyond Damco's control and to restore services to the widest extent possible in a minimum time frame and ensure continuity of Business.

## **2. WHAT DOES BUSINESS CONTINUITY PLAN COVERS?**

The Business Continuity Plan covers the following key attributes which are all very important for continuity of the services within Damco.

- Connectivity
- Power
- People
- Office Space
- Data
- Pandemic Outbreak

This plan becomes effective with the input from ERT to the Management, when a disaster occurs and remain in effect until operations are resumed at the original location or a replacement location.

## **3. PLAN OBJECTIVES**

- Covers the preventive and recovery measures of the key attributes mentioned above.
- Serves as a guide for the Damco Solutions Pvt. Ltd. Recovery Teams.
- Provides procedures and resources needed to assist in recovery.
- Identifies Service Providers and POCs that must be notified in the event of a service disruption
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- Identifies alternate sources for supplies, resources and locations.
- Documents storage, safeguarding and retrieval procedures for vital records.

## **4. PREVENTIVE MEASURES**

The following controls or preventive measures need to be enforced to prevent any service disruption and ensure seamless operations:

### **4.1 CONNECTIVITY**

#### **4.1.1 INTERNET**

- Redundant Internet Connectivity at Faridabad Location to be provided by 2 Major Service Providers
  - TATA TELECOM
  - VODAFONE
- Both ISPs to provide Dual Last Mile Connectivity – Fiber and Radio
- Both ISPs to sign SLA's for 99.9% uptime
- Both ISPs to allow Trans-Atlantic as well as Trans-Pacific Routing with primary route of each to be different from that of other
  - TATA Telecom– Trans-Pacific
  - VODAFONE – Trans-Atlantic

#### **4.1.2 P2P CONNECTIVITY (WLAN)**

- Reliable Redundant P2P Connectivity between Primary and Backup Site to be maintained through 2 different Service Providers – TATA and AIRTEL
- Both ISPs to provide Dual Last Mile Connectivity at both ends – Fiber and Radio

#### **4.1.3 NETWORKING EQUIPMENT**

- Redundancy in all critical Networking equipment (Security Appliance/ Firewall/ Router) with High Availability (HA) Configuration
- Auto Failover configuration for ISPs
- Ensure no single point of failure
- Spare Inventory to be maintained for other equipment like Switches

#### **4.1.4 NETWORK SECURITY**

- Adequate security ensured by using Cisco Advanced Security Appliances, firewalls, Antivirus Software
- Scanning, identifying and removing virus, malware, ransomware or any other vulnerability on the regular frequency
- Strict Access Control Policies with restrictions on websites, personal emails and USB devices
- Strict enforcement of IT Security Policy

## 4.2 POWER

- 100% uptime for the office which necessitates uninterrupted power
- Redundant Uninterruptible Power Supply (UPS) Equipment and Surge Protectors to be configured in High Availability Configuration
  - 3 x 60 KVA UPS Configured for Faridabad (Primary) Location
  - 3 x 60 KVA configured for Noida (backup) location
- 2 Generators of 250 KVAs installed at each location to provide uninterrupted power supply that can handle even one week of no power supply
- Regularly test and monitor maintenance schedule of all Generators

## 4.3 PEOPLE

- To meet any unforeseen spike in attrition we maintain a buffer of 10% for each and every business/practice unit and support units
- Maintain Organization bench in different LOB of 10% across all BUs

## 4.4 OFFICE SPACE

- Maintain a vacant space at all offices for emergency
- Allocate space at Noida (primary backup) and at Chandigarh (Secondary backup)
- Strategically situated office locations at manageable distance from other offices
- All office located in peaceful areas and in natural disaster free zones.

## 4.5 DATA

- No Client Data to be stored in Damco Network.
- Usage of Microsoft OneDrive for all productivity and quality matrix data, Project Management and Status Documents.
- GIT to be used as standard for all Code Repositories.
- Office365 to be used for Mail.
- Weekly backup from Microsoft OneDrive.
- Incremental Daily and Full Weekly backups from all Development and Staging Application as well as Database Servers. Storage of these backups on One Drive.

## 4.6 PANDEMIC OUTBREAK

- Actively monitor development of any virus outbreak
- Regularly check the Ministry of Health Website <https://mohfw.gov.in/media/disease-alerts> for update on any outbreak
- Conduct temperature screening daily. Personnel conducting the temperature checking must be well-protected beforehand.
- If an employee is suspected to have viral symptoms or has temperature above “100” degree Fahrenheit, he or she must be immediately sent back.
- Issuance of surgical mask (3-ply standards) and hand sanitizers to employees. Placement of hand sanitizers

on all floors and cafeteria.

- Common areas e.g. pantries, washrooms, canteens, meeting rooms and work areas to be disinfected daily
- Encourage Employees to observe good personal hygiene, e.g. wash their hands regularly and refrain from touching their face.
- Follow the guidelines provided by the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO), which includes advisories to washing hands regularly, practicing immunity booster meals and good respiratory hygiene, and staying at home if sick or have travelled to an affected geographic area.
- Any employee showing symptoms of cough, cold, fever should mandatorily work from home till they recover.
- People returning from the affected geographic area (whether from official or personal travel) or have been in touch with anyone from these areas should discuss and take advise from HR on quarantine.
- Pro-Employee HR policies to allow employees to avail medical leaves in case they are not well, even for employees who have used up their leave entitlements.
- Planning for full preparedness for Work From Home
  - Conduct a survey to check on individual readiness to work from home covering the infrastructure readiness, network dependencies, software dependencies and/or any hardware dependencies
  - Based on the survey, tracking any additional hardware/software to be made available to the resources so that they can work from home without any disruption. Planning for appropriate inventory of these hardware components including Laptops, Screens, Desktops, Internet Dongles.
  - In case of dependency on the network, Secure VPN access to be made available so that team members can access the network without compromising the data security, in a way reinforcing our infrastructure to support a virtual workforce.
  - Testing of all VPN Infrastructure to ensure they can handle the necessary traffic.
  - All the useful links for day to day operations (like Device Availability - Cloud, Conference Bridges, etc) to be made available on intranet portal for everyone’s consumption.
  - Finalization of the protocol for status reporting and monitoring during WFH.

## 5. RISK RATING

Risk Attribute	Risk Rating
Connectivity	Extremely Low
Power	Extremely Low
People	Very Low
Office Space	Extremely Low
Data	Extremely Low
Pandemic Outbreak	Medium

## 6. RECOVERY MEASURES

#	Task Description	Sub Task Description	Responsibility	Timelines
1.	Loss of Connectivity	If P2P is up, use connectivity from Noida Location	Head - IT Support	T+20 Minutes
		P2P is down / major equipment failure, Move Team to Backup Location	Head - Operations	T+120 Minutes
2.	Loss of Power	Major Circuit failure, Move Team to Backup Location	Head - Operations	T+120 Minutes
3.	High Attrition	Attrition less than 20%, Allocate resources from the BU Bench	Practice/BU Heads	T+0 Minutes
		Attrition greater than 20%, utilize the organization bench and raise the hiring request to the HR team	Practice/BU Head, Head - HR	T+2 weeks
4.	Loss of Office (flooding, fire, natural disaster etc.)	Move Team to Backup Location	Head - Operations	T+120 Minutes
5.	Loss of data from One Drive	Restore Non-Critical Metrics and Project Management Data from last weekly backup stored	Head- IT Support	T <24 hours
6.	Pandemic Outbreak	If just in Country and not near office location, just observe closely with all recommended precautions	Practice/BU Head	Regular Status. No disruption
		If in city, closely monitor health of all employees and quarantine any possible case.	Practice/BU Head, Head – Operations	Regular Status. No disruption
		If a case in office, close office location, report to appropriate authorities or if instructions from local authorities for closure of offices, Move process to WFH.	Head – Operations	Managers to closely monitor WFH Protocols. No Disruption



## 7. EMERGENCY RECOVERY TEAM (ERT)

Sr. No.	Name	Services	Mobile Number
1.	Vikrant Kumar	Operations – Utilities, Power Supply, Sanitary, Water Supply, Transport, Fire	8287836243
2.	Annu Choudhary	Operations – Escalation of any of the above services	9810228960
3.	Amit Yadav	Information Technology	8285111358
4	Prerna Rajan	Human Resources	8285111732
5	Gaurav Handa	Head – Delivery	8285111734

## 8. TEAM MEMBER RESPONSIBILITIES

- All the members of ERT should keep an updated Contact Details list of their team members - cell phone numbers both at home and at work.
- All team members must always have the BCP for reference at any stage in case the service disruption happens. All team members should familiarize themselves with the contents of this plan.
- Update the EMT team on the following:
  - Type of service disruption (e.g., Power, Connectivity, People, office, Data)
  - Summarize the damage and recovery needs.
  - An estimated timeframe of when the complete work will resume.
  - Recommendations for required resources
  - Prepare debriefing report

## 9. EMERGENCY MANAGEMENT TEAM (EMT)

Sr.No.	Name	Services	Contact Number
1.	Mohit Gupta (CEO)	Management	9810149634
2.	Dimple Gupta (MD)	Management	9810730377
3.	Prerna Rajan (HR)	Human Resources	8285111732

4.	Annu Choudhary (OP)	Operations	9810228960
5.	Gaurav Handa (DL)	IT Consultancy	8285111734
6.	Faheem Shakeel (DL)	Insurance	9818741190
7.	Gurpreet Singh (DL)	ITES	9910233187
8.	Amit Yadav (IT)	IT	8285111358

EMT team is responsible for overall coordination of the recovery effort; establishment of the emergency command area.

## **10. INVOKING THE PLAN**

This plan becomes effective with the input from ERT to the Management, when a disaster occurs and remain in effect until operations are resumed at the original location or a replacement location.

## **11. PLAN REVIEW AND MAINTENANCE**

This plan must be reviewed quarterly and exercised on an annual basis. The test may be in the form of a walk-through, mock disaster, or component testing. Additionally, with the dynamic environment present within DAMCO it is important to review the listing of personnel and phone numbers contained within the plan regularly.