

**DAMCOSOFT PRIVATE LIMITED  
SITE No. 13-A, RAJIV GANDHI CHANDIGARH I.T PARK  
CHANDIGARH**

**BUSINESS CONTINUITY PLAN**

Doc No. : DAMCO/FR/OPS/044

Issue No.:01

Issue Date: 07/01/2016

Rev. No.

Date:

Prepared By  
MR

Approved by  
MD

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## 1. Purpose:

The purpose of this business continuity plan is to prepare Damcosoft Private Limited in the event of extended service outages caused by the factors beyond our control and to restore services to the widest extent possible in a minimum time frame and continuity of Business. The plan is an insurance against disaster and will ensure that the Business services remains continued by minimizing the impact of any damage to staff, premises, equipment or records.

## 2. What does Business Continuity Plan covers?

The Business Continuity Plan is not a daily problem resolution procedures document but covers the occurrence of following events that causes an interruption in the services.

- a) Equipment failure (such as disk crash).
- b) Disruption of power supply or telecommunication.
- c) Application failure or corruption of database.
- d) Human error, sabotage or strike.
- e) Malicious Software (Viruses, Worms, Trojan horses) attack.
- f) Hacking or other Internet attacks.
- g) Social unrest.
- h) Fire
- i) Natural disasters (Flood, Earthquake etc)

## 3. Plan objectives

- Serves as a guide for the Damcosoft Private Limited recovery teams.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery.
- Identifies Service Providers and customers that must be notified in the event of a disaster.
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- Identifies alternate sources for supplies, resources and locations.

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- Documents storage, safeguarding and retrieval procedures for vital records. All vital records are stored in a secure off-site location and not only survive the disaster but are accessible immediately following the disaster.
- Team Managers or alternates will be available following a disaster.
- All vital records are stored in a secure off-site location and not only survive the disaster but are accessible immediately following the disaster.
- Each Department will have its own plan consisting of unique recovery procedures, critical resource information and procedures.

#### 4. Emergency Recovery Team (ERT)

| Sr. No. | Name            | Services   | Mobile No  |
|---------|-----------------|--|------------|
| 1       | Alwinder Kamboj | Operations – Utilities, Power supply, Sanitary, Water supply, Fire | 8284898412 |
| 2       | Prem Garg       | Operations – same as above   | 8146682364 |
| 3       | Sourabh Singh   | Operations – Administrative requirements                           | 8146682367 |
| 4       | Anil Wadhawan   | Operations – Escalation of any of the above services               | 8146567057 |
| 5       | Rajan Saxena    | Information Technology   | 8146682365 |

#### 5. 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 disaster happens. All team members should familiarize themselves with the contents of this plan.

#### 6. Emergency Management Team (EMT)

| S.N. | Name                | Email ID   | Contact Number    |
|------|---------------------|--|-------------------|
| 1    | Manish Gupta (MD)   | <a href="mailto:manish.gupta@damcosoft.com">manish.gupta@damcosoft.com</a>     | (+91) 172 4701101 |
| 2    | Shail Parashar (HR) | <a href="mailto:shail.parashar@damcosoft.com">shail.parashar@damcosoft.com</a> | (+91) 172 4701169 |
| 3    | Anil Wadhawan (OP)  | <a href="mailto:anil.wadhawan@damcosoft.com">anil.wadhawan@damcosoft.com</a>   | (+91) 172 4701171 |
| 4    | Rajnish Batta (GM)  | <a href="mailto:rajnish.batta@damcosoft.com">rajnish.batta@damcosoft.com</a>   | (+91) 172 4701170 |

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

### **Instructions for using the business continuity plan**

#### **7. 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.

#### **8. Data backup policy**

Full and incremental backups which preserve corporate information should be performed on a regular basis. Department-specific data and document retention policies specify what records must be retained and for how long. All are accountable for carrying out the provisions of the instruction for records in their respective Departments.

#### **9. Off-site storage procedures-Duties and Responsibilities of I.T Executives**

- A copy of the most current files must be made at least once per week.
- This Disks backup must be stored offsite in secure facilities.
- Create backups of *e-mail, file servers, etc*
- Access to backup databases and other data is tested quarterly.
- Determine cause of outage and timeframe for its recovery.
- Work with Service providers to develop a rebuild/repair schedule.
- Set restoration priority based on the damage assessment report.
- Responsible for overall coordination of the disaster recovery efforts and communication with the Management.

#### **10. In the event of a fire**

After the Control Room Officials on the scene determines that evacuation is necessary, the evacuation alarm will be sounded, with instructions issued over the public address system. All employees of Damcosoft Private Limited are to exit the building in the event there is an emergency that would require the facility to be evacuated. Selected employees who have been trained on how to respond to emergencies will take appropriate action to control the emergency or evacuate the

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area. Those individuals that have been trained to contain an emergency will be under the supervision Control Room Officials.

## **11. Objectives:**

The objectives of this plan are, in order of importance:

- To evacuate and account for all employees and visitors;
- Assist any employees with disabilities
- To contact local emergency service organizations;
- Contact pertinent regulatory agencies/bodies;
- Ensure to turnoff utilities.
- Prevent further property damage through protective measures.
- Perform cleanup and salvage as needed;
- Conduct post-incident review and evaluation;
- File any applicable reports with regulatory agencies, if required.

## **12. Emergency Escape**

The emergency exits will remain clear all the times and will be checked on a regular schedule. Fire Exit Plans of the building have been placed at all the floors to show all emergency routes to evacuate the building. If an evacuation of the building is required all employees will report to the open place of safe near Security Point and wait for further instructions. Their respective Managers will take headcount to account for all employees.

## **13. In the event of a flood or water damage**

Though this area comes under free flood zone but in the event of a flood or broken water pipe within any part of the facilities, immediately EMT to be informed, evacuate the area and follow management's instructions.

## **14. Plan review and maintenance**

This plan must be reviewed semiannually 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 Damcosoft it is

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important to review the listing of personnel and phone numbers contained within the plan regularly.

### **15. The ERT will provide the following information:**

- Location of disaster.
- Type of disaster (e.g., fire, hurricane, flood)
- Summarize the damage and recovery needs.
- Meeting location that is a safe distance from the disaster scene
- An estimated timeframe of when the complete work will resume.
- Recommendations for required resources
- Prepare post-disaster debriefing report

### **16. EMERGENCY TELEPHONE NUMBERS**

**Please use the following Cell Phone/Land line in the event of an emergency.**

|  |                                 |
|--|---------------------------------|
| 1. Fire Station at Manimajra               | 101, (+91) 172 2734656, 5046065 |
| 2. Police Station at I.T Park Chandigarh   | 100, 9876511339(SHO)            |
| 3. Police Station at Maninajra             | (+91) 172 2750001, 27340821     |
| 4. Civil Hospital at Manimajra             | 9646014519(EMO)                 |
| 5. General Hospital Chandigarh (Ambulance) | 102, (+91) 172 2782457          |