

PRISM INTERNATIONAL PRIVATE LIMITED

BUSINESS CONTINUITY PLAN

SECTION I: INTRODUCTION

PREFACE

Business Continuity Planning is the act of proactively working out a way to mitigate/ reduce and manage the consequences of a disruptive incident, limiting it to the extent that a business can afford.

An effective Business Continuity Plan serves to secure business critical operations which may lead to financial disruption. In the event of a disaster which interferes with PIPL's ability to conduct business from its office, this plan is to be used by the responsible individuals to coordinate the business recovery of their respective areas and/or departments. The plan is designed to contain, or provide reference to, all of the information that might be needed at the time of a business recovery.

OBJECTIVE

The objective of the Business Continuity Plan is to coordinate recovery of critical business functions in managing and supporting the business recovery in the event of a facilities (office building) disruption or disaster. This can include short or long-term disasters or other disruptions, such as fires, floods, earthquakes, explosions, terrorism, tornadoes, extended power interruptions, hazardous chemical spills, and other natural or man-made disasters. A disaster is defined as any event that renders a business facility inoperable or unusable so that it interferes with the organization's ability to deliver essential business services.

The priorities in a disaster situation are to:

1. Ensure the safety of employees and visitors in the office buildings.
2. Mitigate threats or limit the damage that threats can cause.
3. Have advanced preparations to ensure that critical business functions can continue.

ORGANIZATION AND ITS CONTEXT

The Prism International Private Limited ("the Company or PIPL") is a registered Non-Banking Financial - Core Investment Company within the meaning of the Core Investment Companies (Reserves Bank) Directions, 2016 and is purely into investment activities and has no customer interface.

The Company has determined external and internal factors that are relevant to establishing, implementing and maintaining the Business Continuity Management System (BCMS) and assigning priorities.



The Company has evaluated and understood the factors that are relevant to its purpose and operations. This information has been taken into account when establishing, implementing, maintaining and improving the BCMS.

SCOPE

The Business Continuity Plan is limited in scope to recovery and business continuance from a serious disruption in activities due to non-availability of PIPL's facilities. The Business Continuity Plan includes procedures for all phases of recovery as defined in the Business Continuity Strategy of this document. Unless otherwise modified, this plan does not address temporary interruptions of duration less than the time frames determined to be critical to business operations. The management of the Company is responsible for the following:

1. Periodically reviewing the adequacy and appropriateness of its Business Continuity strategy;
2. Assessing the impact on the Business Continuity Plan of additions or changes to existing business functions, equipment, and facilities requirements;
3. Keeping the organization's IT policy updated with changes made to the plans;
4. Coordinating changes among departments and dissemination of information among all the responsible officials and communicating to management.

SECTION II: BUSINESS CONTINUITY STRATEGY

A. BUSINESS FUNCTION RECOVERY PRIORITIES

Information Systems will recover IT functions based on the critical departmental business functions and defined strategies.

B. RELOCATION STRATEGY AND ALTERNATE BUSINESS SITE

In the event of a disaster or disruption to the office facilities, the strategy is to recover operations by relocating to an alternate business site or at a business centre available to use on rent.

The above strategy will be used in case of long-term disruption occurs (i.e. major building destruction, etc.). The long-term strategy (i.e. more than one month) will be to acquire/lease and equip new office space in another building in the closest available region safe from the disaster.

C. RECOVERY PLAN PHASES

The activities necessary to recover from disaster or disruption will be divided into two phases. These phases will follow each other sequentially in time.

1. Disaster Occurrence

This phase begins with the occurrence of the disaster event and continues until a decision is made to activate the recovery plans. The major activities that take place in this phase



includes: emergency response measures, notification of management, damage assessment activities, and declaration of the disaster.

2. Plan Activation

In this phase, the Business Continuity Plans are put into effect. This phase continues until the alternate facility is occupied, critical business functions reestablished, and computer system service restored to PIPL's Departments. The major activities in this phase include: notification and assembly of the recovery teams, implementation of interim procedures, and relocation to the secondary facility/backup.

D. VITAL RECORDS BACKUP

All vital records that would be affected by a facilities disruption are maintained and controlled by Disaster Recovery/IT. All the files are periodically backed up and stored at an offsite location as part of normal operations.

When there is a requirement of on-site file rooms, scanning, and organization offsite storage locations, best practices advise using one near-by Records Warehouse and another secure site for vital records and data back-up. All vital documents are typically located in files within the office complex and the most current back-up copies are in a secure off-site storage facility.

E. RESTORATION OF HARDCOPY FILES, FORMS AND SUPPLIES

In the event of a facilities disruption, critical records located in the office may be destroyed or inaccessible. In this case, the last backup of critical records in the secure warehouse would be transported to the secondary facility. The amount of critical records, which would have to be reconstructed, will depend on when the last shipment of critical records to the offsite storage location occurred.

The following categories of information can be exposed to loss:

1. Any files stored on-site in file cabinets and control file rooms.
2. Information stored on local PC hard drives.
3. Any work in progress.
4. Received and un-opened mail.
5. Documents in offices, work cubes and files.
6. Off-site records stored in the Records Warehouse

F. BUSINESS CONTINUITY COORDINATOR

In the event of a disaster, the Business Continuity Coordinator is responsible for ensuring that the following activities are successfully completed:

1. Start the Disaster Recovery/Business Continuation process to recover business functions at an alternate site.
2. Alert Senior Management that a disaster has been declared.
3. Assist in the development of an official public statement concerning the disaster.
4. Monitor the progress of all Business Continuity and Disaster Recovery teams on a real-time basis.



5. Present Business Continuity Plan recovery status reports to Senior Management on a daily basis.
6. Interface with appropriate work management personnel throughout the recovery process.
7. Communicate directions received from Senior Management to the Communications Team Leader and Departmental Business Team Leaders.
8. Provide on-going support and guidance to the Business Continuity teams and personnel.
9. Review staff availability and recommend alternate assignments, if necessary.
10. Work with Senior Management to authorize the use of the alternate recovery site selected for re-deploying critical resources.
11. Review and report critical processing schedules and backlog work progress, daily.
12. Ensure that a record of all Business Continuity and Disaster Recovery activity and expenses incurred is being maintained.

SECTION III: RECOVERY PROCEDURES

A. RECOVERY ACTIVITIES AND TASKS

PHASE I: Disaster Occurrence

Activity: Emergency Response and Emergency Operations Center Designation

Activity is performed at location: Main Office or Emergency Operations Center

Activity is the responsibility of this team: All Employees and Management of the Company.

TASKS:

1. After a disaster occurs, quickly assess the situation to determine whether to immediately evacuate the building or not, depending upon the nature of the disaster, the extent of damage, and the potential for additional danger.
If the main office is total loss, not accessible or suitable for occupancy, the remaining activities can be performed from the Emergency Operations Center (EOC), after ensuring that all remaining tasks in each activity have been addressed. This applies to all activities where the Main Office is the location impacted by the disaster. The EOC may be temporarily setup at any one of several optional locations, depending on the situation and accessibility of each one. Once the Alternate site is ready for occupancy the EOC can be moved to that location.
2. Quickly assess whether any personnel in your surrounding area are injured and need medical attention. If you are able to assist them without causing further injury to them or without putting yourself in further danger, then provide what assistance you can and also call for help. If further danger is imminent, then immediately evacuate the building.
3. If appropriate, evacuate the building in accordance with your building's emergency evacuation procedures. Use the nearest stairwells. Do not use elevators.
4. Outside of the building meet at designated location. Do not wander around or leave the area until instructed to do so.
5. Check in with your department manager for roll call. This is important to ensure that all employees are accounted for.



Activity: Notification of Management

Activity is performed at location: At Any Available Phone

ACTIVITY IS THE RESPONSIBILITY OF: Business Continuity Coordinator

TASKS:

1. Team leader informs the members of the management team and notifies the senior management, if they have not been informed.
2. Personnel are notified of the disaster by following due procedures as per this plan.
3. Depending upon the time of the disaster, personnel are instructed what to do (i.e. stay at home and wait to be notified again, etc.)

PHASE II: PLAN ACTIVATION

Activity: Notification and Assembly of Recovery Teams and Employees

Activity is performed at location: Alternate Site/Emergency Operations Center

Activity is the responsibility of: Management Team

TASKS:

1. The team leader calls each member of the management team, instructs them of what time frame to assemble at the Emergency Operations Center. The location(s) of the Emergency Operations Center may be temporarily setup at any one of several optional locations, depending on the situation and accessibility of each one. Once the Alternate site is ready for occupancy the Emergency Operations Center can move to that location.
2. Review the recovery strategy and action plan with the assembled team.
3. If necessary, adjust the management team assignments based on which members are available.
4. The Management Team contacts critical employees and tells them to assemble at the alternate site. Non-critical employees should be instructed to stay at home, doing what work is possible from home, until notified otherwise.
5. In the event of a disaster that affects telecommunications service regionally, the Management Team should instruct critical employees to proceed to the alternate site even if they have not been contacted directly. Delays in waiting for direct communications can have a negative impact on PIPL's ability to recover vital services.

Activity: Restoring Data Processing and Data Communications with Primary or Secondary Backup Data Center

Activity is performed at location: Alternate Site

Activity is the responsibility of this team: IT Liaison

TASKS:

1. Contact the Organization Disaster Recovery/ designated person as mentioned in the IT Policy to determine when the data center is to be recovered, if affected by the disaster. Also, discuss when data communications will be established between the primary or secondary backup data center and your alternate site.



2. If your alternate site is another office, determine if that site has access to the computer systems there. If so, work with local office management to determine how workstations can be shared between personnel from their groups/departments. This may involve using flexible hours or multiple shifts for your personnel.
3. Discuss with the Organization Disaster Recovery/ designated person as mentioned in the IT Policy when and how replacement PC's and/or terminals will be provided to you at the alternate site and when they will be connected.
4. Discuss with the Organization Disaster Recovery/ designated person as mentioned in the IT Policy when the files from your normal PC/LAN servers and applications will be restored and how you can access those files.
5. Discuss with the Organization Disaster Recovery/ designated person as mentioned in the IT Policy your normal application report distributions, such as when you can expect to receive standard computer reports and how they will be distributed to your alternate site.
6. Communicate the IT recovery status to all personnel who regularly use the systems.

Activity: Manage work backlog reduction.

Activity is performed at location: Alternate Site

Activity is the responsibility of this team: Alternate Site Operations Team

TASKS:

1. Determine priorities for work backlogs to ensure the most important backlogged tasks are resolved first.
2. Set an overtime schedule, if required, based on staff and system availability.
3. Set backlog priorities, establish a backlog status reports if necessary, and communicate this to the supervisors.
4. Report the backlog status to management on a regular basis.
5. If backlogs appear to be very large or will take a significant time to recover, determine if temporaries could be used for certain tasks to help eliminate the backlogs. If justified, arrange for temporaries to come in.

PHASE IV: Transition to Primary Operations

Activity: Changing Telephone and Data Communications Back to Primary Site

Activity is performed at location: Alternate Site

Activity is the responsibility of: IT Liaison

TASKS:

1. Coordinate with the Organization Disaster Recovery/ designated person as mentioned in the IT Policy to determine when will be relocating back to the primary site. Verify that they have a schedule to ensure that telephone and data communications are rerouted accordingly.
2. Discuss when and how PC's, terminals, and printers, if brought into the alternate site, will be de-installed, moved back to the primary site and re-installed.



Activity: Relocating Personnel, Records, and Equipment Back to Primary (Original) Site

Activity is performed at location: Alternate Site and Primary Site

Activity is the responsibility of: IT Department Management Team

TASKS:

1. In conjunctions with the Management Team, determine when relocation will be scheduled back to the primary site.
2. Communicate this schedule to all personnel.
3. Inventory vital records, equipment, supplies, and other materials, which need to be transported from the alternate site to the primary site.
4. Pack, box, and identify all materials to be transported back to the primary site.
5. In conjunction with the Administration Team, make arrangement for a moving company or courier service to transport the boxes back to the primary site.

POLICY REVIEW

The Policy would ideally be reviewed at periodic intervals, preferably on an annual basis. However, the policy can be reviewed at short notice depending on the exigencies/extraordinary situations, which may emanate during the course of PIPL's business. Such extraordinary situations may include significant changes in Government/Reserve Bank of India policies, global/national macro-economic conditions, financial performance, etc. This Policy shall remain in force till the next revision is carried out and disseminated.

