





PROUD TO BE INDIAN
PRIVILEGED TO BE GLOBAL

BUSINESS CONTINUITY POLICY

| | |
|--|---|
| Policy No | HEG/POL/GEN/0019 |
| Version | 1.0 |
| Policy Revised / Create Date | 01-Jan-2024 |
| Valid Up to | 31-Dec-2026 |
| <p>Prepared By</p>  <p>Axay Saxena Head (HR & IR)</p> | <p>Approved By</p>  <p>Manish Gulati Executive Director</p> |



1. Purpose

The purpose of this Business Continuity Policy is to ensure that HEG Limited can continue to operate during and after a disruption, and recover its critical business functions as quickly as possible. This policy outlines the key components necessary for business continuity, including risk assessment, mitigation strategies, and recovery procedures.

2. Scope

This policy applies to all employees, departments, and operations of HEG Limited, including its subsidiaries, branches, and third-party service providers. It encompasses all potential risks that could disrupt business operations, including:

- Natural disasters (e.g., floods, earthquakes, storms)
 - Cybersecurity incidents (e.g., data breaches, ransomware attacks)
 - Operational disruptions (e.g., power outages, supply chain disruptions)
 - Human factors (e.g., pandemics, workforce shortages)
-

3. Objectives

The primary objectives of this Business Continuity Policy are to:

- **Minimize Business Disruptions:** Ensure that critical business processes continue without significant interruption.
 - **Quick Recovery:** Implement recovery strategies to restore services and functions within acceptable timeframes.
 - **Ensure Employee Safety:** Protect the safety of all personnel and provide guidelines for emergency response.
 - **Comply with Legal and Regulatory Requirements:** Meet all relevant business continuity and data protection regulations.
-

4. Business Continuity Governance

The following roles and responsibilities will be assigned to ensure the effective implementation of the Business Continuity Policy:



BUSINESS CONTINUITY POLICY



- **Executive Management Team:** Overall responsibility for ensuring the business continuity program is aligned with the company's strategic goals.
 - **Business Continuity Manager:** Responsible for developing, implementing, and maintaining the Business Continuity Plan (BCP).
 - **IT and Infrastructure Teams:** Ensure critical IT systems and infrastructure are secure, backed up, and can be restored quickly.
 - **Department Heads:** Ensure departmental business continuity plans are developed and aligned with the company's BCP.
 - **All Employees:** Each employee is expected to be familiar with the company's emergency procedures and their specific role in the event of a disruption.
-

5. Risk Assessment & Impact Analysis

A **Risk Assessment** and **Business Impact Analysis (BIA)** will be conducted annually to identify critical business functions, processes, and resources, as well as potential risks to those functions. The analysis will include:

- Identifying and prioritizing critical business functions.
 - Evaluating the potential impact of disruptions on business operations.
 - Assessing the likelihood and severity of various risks.
 - Developing strategies to mitigate those risks.
-

6. Business Continuity Strategies

HEG Limited will implement the following strategies to ensure business continuity:

- **Redundancy:** Ensure critical systems and data have redundancy built into them, such as off-site data backups and cloud-based infrastructure.
 - **Supply Chain Diversification:** Develop strategies to mitigate risks related to supply chain interruptions, including identifying alternate suppliers.
 - **Remote Work Capabilities:** Ensure required employees have access to secure remote work solutions to minimize disruption during crises.
-

7. Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)

- **Recovery Time Objective (RTO):** Define the maximum acceptable downtime for each critical business function.
 - **Recovery Point Objective (RPO):** Establish the maximum data loss that can be tolerated for each critical function.
-



BUSINESS CONTINUITY POLICY



The company will ensure that all recovery plans are designed to meet or exceed these objectives.

8. Communication Plan

In the event of a disruption, HEG Limited will activate its communication plan to ensure:

- **Internal Communication:** All employees will be informed of the situation, expected actions, and any changes to normal business operations.
- **External Communication:** Key stakeholders, including customers, suppliers, and regulatory authorities, will be notified as appropriate.

Communication will utilize multiple channels, including email, phone calls, company intranet, and emergency text alerts.

9. Testing and Training

The company will conduct regular **Business Continuity Testing** to validate the effectiveness of the continuity plan. This includes:

- **Tabletop Exercises:** Conduct scenario-based simulations to test the response to specific risks.
 - **System Recovery Drills:** Test IT systems and backup solutions regularly to ensure quick recovery.
 - **Employee Training:** Ensure all employees are aware of their roles in business continuity and receive regular training on emergency procedures.
-

10. Plan Maintenance

This Business Continuity Policy and the associated Business Continuity Plan (BCP) will be reviewed and updated at least annually. Any changes in business operations, technology, or external threats will prompt an immediate review and update of the policy.

11. Legal and Regulatory Compliance

HEG Limited will comply with all relevant laws and regulations related to business continuity, including but not limited to:

- Data protection laws (e.g., GDPR, CCPA)
-



BUSINESS CONTINUITY POLICY



- Industry-specific regulations (e.g., ISO 22301, NIST, etc.)
 - Occupational health and safety regulations
-

12. Conclusion

HEG Limited is committed to ensuring the resilience of its operations in the face of potential disruptions. This Business Continuity Policy provides the framework and processes to protect critical business functions, minimize downtime, and maintain service levels to customers and stakeholders.
