

Specific BCP (Disaster Assessment & Recovery Plan) – COVID-19

[As per Section V of Generic BCP Document – ISO 27001]

*Reference: Doc. Title: Business Continuity Plan
Doc. No: Annexure M*

Title of the event: COVID 19

1. Objectives of the BCP plan - COVID 19

The company shall take every possible step to counter the spread and impact of the pandemic COVID 19 in the best interest of its employees, stakeholders, the respective countries where we operate and the entire humanity across the world by:

- i) strictly adhering to the orders, directives and guidelines issued by the government and other local authorities / bodies from time-to-time;
- ii) attending to its customer requirements in the best possible manner based on a Business Continuity Plan BCP – COVID 19 implemented under the current situation; and
- iii) extending all feasible financial (like CSR) or other assistance to the society.

2. BCP - COVID 19

The following Business Continuity Plan (BCP – COVID 19) is put in place w.e.f. 23 March 2020, which shall be continuously monitored under the changing situations, and suitable modifications shall be implemented from time to time based on further developments.

3. Essential Services

Telecom has been declared by the central and state governments in India as “essential services” leading us to understand that they remain under the same category internationally as well. Our field staff shall continue providing O&M and other critical technical services. Their duties shall be under the control and guidance of the respective branch heads. Apart from monitoring the field work, branch heads will ensure that the field staff always carry the company ID with them, adhere to the instructions from local authorities and take necessary precautionary measures against COVID 19 like wearing of masks, sanitization of hands etc. without fail.

4. Team assignments (as per Appendix C of BCP: Recovery Team Descriptions & Assignments)



- a. **Customer Contacts:** All our sales personnel and primary contacts for our customers remain unchanged and they remain contactable over mobile or email in the usual manner. They will continue attending customer queries and requirements and extend all possible support and assistance in the given situation.
- b. **Manufacturing and Testing:** Manufacturing and testing activities at our factory located in the Hardware Park, Bengaluru, India shall remain suspended temporarily in support of the nation-wide shut down. We shall continuously monitor the situation with a view to resume operations at the earliest opportunity.
- c. **Work from home:** All our offices in India currently remain closed in support of the shut- down declared by our honorable prime minister. However, all such office- based employees handling sales, finance, HR, R &D, Technical and other administrative activities shall continue working from home and remain contactable by email and phone. Key members have been provided with VPN access. Employees shall attend to their assignments in discussion with their reporting officers on a daily basis during this period. Office operations shall be resumed as soon as possible based on the improvement of the situation.

5. Crisis Management Team:

The Crisis Management Team (CMT) is in place as per Section D of Appendix A of the BCP document.

6. Critical Employees Contact List:

As per the guidelines provided in Appendix G of the BCP (Annexure M) document, the critical employees shall be responsible for:

- i) monitoring and evaluating developments relating to COVID 19 situation on a daily basis
- ii) implementing changes in the BCP -COVID 19 as and when required in discussion with the Board of Directors
- iii) acting as the contacts for any support or assistance required by the employees relating to COVID 19
- iv) handling of any customer grievances or service issues until normal operations are resumed

Critical Employee Contact List

#	Service / Name	Contact Number	Responsibility Area
1	Abhiraj	+91-9986019742	Production
2	Anukrishna Das	+971-565738767	UAE
3	Linoj	+91-9845689593	CEO
4	Mahesh	+974-66538512	Qatar
5	Santhosh PR	+91-9916919355	Sales
6	Shibu	+91-9886792437	Technical
7	Suraj	+91-9873355303	Technical
8	Thomas	+91-9845040427	Central Africa
9	Thyagarajababu G T	+91-9986070686	Health & Safety
10	Vipin	+255-654064996	East Africa

The above list of the Critical Employees is a combination of extract from the Appendix G: Critical Employee Contact List of the BCP (annexure M) document and other critical contact points specific to this pandemic. Apart from this, the regional managers of branches (domestic and international) are identified as critical contact points for the purpose of this specific disaster management.

7. External Communication – Emergency Contact Numbers:

- Nation-wide Helpline Number Toll free: 1075 / +91-11-23978046
- ncov2019@gov.in / ncov2019@gmail.com