SUNSHINE CAPITAL LIMITED

DISASTER RECOVERY POLICY

Policy Governance

Frequency Of Review	**Annual**
Framed & Last Review Amended on	**15/07/2022**
Approved by	**Board Of Directors**

❖ PURPOSE:

This document outlines the steps required to operate SUNSHINE CAPITAL LTD. in the event of an unanticipated interruption of normal operations. This document will articulate the triggers for when alternate business processes need to be deployed, the steps to deploy alternate business processes, the methods for verifying that business has been properly restored and ensuring data integrity, and activities for returning to "normal" business processing.
Further, in this policy "SCL" will be referred as "SCL".

❖ SCOPE:

This DRP applies to all departments of the SCL.

❖ EMERGENCY IDENTIFICATION AND RESPONSE:

The emergency response plan covers:

- Emergencies / threats to which this plan applies
- First response fact sheet
- Evacuation instructions
- Evacuation and emergency teams
- Staff notification system
- Building protection systems

❖ EMERGENCIES/THREATS:

The emergency/threats can be at one or more branch locations (if any) or at the head office situated at New Delhi. The following are the emergencies identified:

Risk Type	Event	Probability of Occurrence	Severity
		1=low, 3=medium, 5=high	*1=low, 3=medium, 5=high*
Natural	Earthquake	3	5
	Flooding	2	3
	Temperature Extremes	1	3
Human	Employee Strike	1	5
	Supplier Failure	1	3
	Vandalism/ Theft	1	3
	Terrorism	3	3
	Inadequate Training	1	3
	Bomb Threat	1	5
	Fire	3	5

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Technological	Hardware Failure	3	5
	Software or Application Failures	3	5
	Electrical Outage	1	3
	Telecom/Internet Outage	1	3

There are following emergencies are identified based on above Risk analysis to which this plan applies:

1. Fire
2. Accidents including natural disasters (floods, earth quake) or other accidents (power failure)
3. Terrorist / Riots activity
4. Hardware/ Software Failure

❖ THE FIRST RESPONSE FACT SHEET:

Provides instructions on immediate actions and important contact information that deals with various emergency conditions, such as fire, power failure and earthquake. The Evacuation Instructions lists the actions to take when evacuating the building. A copy of each of these sheets will be posted at each entrance and exit of all facilities.

➢ **Fire/Smoke:** 1. Activate the nearest fire alarm. 2. Call 101 and report location and source of fire, if known 3. If it is safe to do so, turn off computers and equipment, and close fire doors. Evacuate the building	➢ **Bomb or other terrorist threat by phone:** 1. Remain calm 2. Keep the caller talking and get as much information as possible 3. Call 100 4. Evacuate the building, if instructed to do
➢ **Power Failure:** 1. Stay calm and switch off all electrical equipment 2. Determine extent of blackout by calling relevant support team 3. Ensure that all doors remain locked before evacuation. Consult with Emergency Team for direction if doors do not lock.	➢ **Earth Quake:** 1. Stay Calm 2. Isolate the area as much as possible 3. Do not rush towards staircase 4. Do not use lifts Stay away from building in open area
➢ **Hardware/ Software Failure:** 1. Check if Hardware/ software can be recovered within 24 hours from backup or through other mechanism 2. If downtime exceeds 24 hours, Identify the	

critical servers/ services and restore their backup from offsite backup to alternate location. 3. Power on servers/ start application on alternate location (if available) and check if they perform as it were before. 4. Inform users about the necessary changes if any, they need to make on their local machines to start using backup servers	

❖ EVACUATION INSTRUCTIONS:

- Remain calm
- Assemble near the designated office exit or a fire tower stair on your floor, close (but do not lock) all doors behind you
- Be sure to respond to an evacuation order. Follow instructions of emergency personnel or staff responsible for evacuation decisions.
- When instructed, leave the building as quickly as possible.
- Do not use elevators.
- Help those who need special assistance, both staff and the public
- Time permitting, turn off all electronic equipment, close windows, and close doors before leaving.
- Proceed to the outside the building using the planned evacuation route.
- Proceed directly to designate assembly areas noted below to ensure all staff and public have safely evacuated. Use staff and researcher sign in registers to check that all individuals are accounted for.
- Do not re-enter the building until emergency response personnel have instructed you to do so
- In the case of a major event, you may be instructed to go home. In this case you should be in contact with the Security Focal point for further instructions. Use the Telephone Tree to contact and account for your colleagues.
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❖ EVACUATION ASSEMBLY AREAS:

Location	Assembly Area
Regd. Office, New Delhi	209BHANOT PLAZA II 3 D B GUPTA ROAD NEW DELHI DL 110055

❖ EMERGENCY RESPONSE AND DISASTER RECOVERY TEAM:

The Emergency Response and Disaster Recovery Team is a single team that would address the immediate first response as well as long term needs during an emergency or large catastrophe. It includes staff with a range of specialists.

❖ PRE-DISASTER ACTIVITIES AND RESPONSIBILITY:

Sr. No.	Task	Assignment	Timeline
1	Backup and restore verification and Replication	Manager, IT	Every 3 months
2	Antivirus Vulnerability checks and remediation	Manager, IT	Every 3 months
3	Server services predictive failure analysis and data integrity checks	Manager, IT	Every 3 months
4	BCP/DR Review	Board of Director	Annually
5	LAN/WAN availability/Redundancy	Manager, IT	Every 3 months

❖ BUILDING PROTECTION SYSTEMS:

The fire protection system in office consists of:

- Fire extinguishers

❖ EMERGENCY DAMAGE ASSESSMENT / EVALUATION:

S.N.	Task	Assignment
1	Liaison with Architect / Structural engineer	Board of Director
2	IT Infrastructure Damage Assessment	IT Officer

❖ EMERGENCY RESPONSE ASSIGNMENTS:

Sr. no.	Tasks	Assignment
1	Fire Exit / Evacuation	Admin / R. office, New Delhi
2	Call Ambulance/Medical facilities	Admin / R. office, New Delhi
3	Call Fire Station	Admin / R. office, New Delhi
4	Invoke Disaster Recovery	IT officer
5	Data restoration/ DR site activation	IT officer

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❖ DISASTER RECOVERY STRATEGY:

Once the initial emergency situation is addressed and all staff is safe, the following procedures should be followed in order to secure the information assets, limit damage and initiate salvage techniques:

- Organize staff and resources
- Convene Emergency and Disaster Recovery Team; alert appropriate authorities
- Organize staffing needs
- Establish security procedures
- Periodically check that emergency conditions have ceased

❖ PLAN ACTIVATION AUTHORIZATION:

Primary Name & Title	Contact Detail
SURENDRA KUMAR JAIN Director	

❖ WORK FROM HOME

Users with Laptops will be allowed and enabled to connect to an alternate data center from home through internet connectivity. Required server access will be granted over a VPN connection or Remote desktop connection over internet to DR site.

Users having their personal desktop PC will be granted access based on their requirements and approval from respective division heads. Criticality of the project work will also be taken into consideration.

❖ OPERATIONAL PRIORITIES:

Item	Priority	Contingency Plan
Repayment Collections	High	Use last month's Collection and Disbursement Sheet. Physical delivery of CDS wherever possible. All collections made must be accounted for and kept under lock and key until they can be deposited at a bank. RM/AM level follow up.
Disbursements	Low	On hold until systems are back online
Day Closures	Medium	Day closures done for available locations. EOD team to work from home. EOD to be kept on hold until a location or EOD team in offline.
Third Party Payments/renewals	Low	Communicated and kept on hold until systems are back online

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Back office Processes	Low	On hold until systems are back online
HR/Admin Task	Low	On hold until systems are back online

❖ MOVE TO ALTERNATE LOCATION:

Primary Location	Alternate Location
New Delhi R. Office	will be finalized
Branches	None

❖ PLAN MAINTENANCE PROCEDURES:

BCP will be reviewed at least once in year. Besides, this plan may be updated in between, if needed, depending upon changes in technology changes, environment changes, outcome of mock drills, etc.

❖ EMERGENCY CONTACTS:

Emergency contact numbers for staff, vendors and will be shared in each departments BCP Plan.

❖ DRILLS:

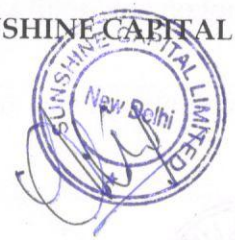
Practice drills conducted yearly to determine how effective the plan is and to determine what changes may be necessary. The drills will be conducted department wise for natural, human and technological risks.

❖ DRP AUDIT:

The Disaster Recovery Plan will be audited annually to check the organizational preparedness. The Auditor will verify the following:

- Readiness to work from an alternate location or work from home
- Data Backup schedules and status of backups
- Communication procedures
- Drill conducted

For SUNSHINE CAPITAL LIMITED



Director