Concept to Delivery... Done!

BUSINESS RESUMPTION PLAN

Policy and Procedures

Last updated: Jan 2014

Document History and Version Control Table			
Version No	**Author**	**Effective Date**	**Change Summary**
3.00	HR Team	Jan 2014	Team Alert List
2.00	HR Team	Jun 2013	Critical Resources to be retrieved
1.00	HR Team	Jan 2010	Initial Version

Contents

Team Alert List

Thejaswini Gopalkrishnan Work: +91-80-41219394/95 Date/Time:
Cell phone: +91 9945510191 Status:
For Emergency:
Contact: Ananda Kallugadde Relation: Superior Phone: +91 9901161395

The Team Leader calls the following:

Ramesh Ekambaram Work: +91-80-41219394/95 Date/Time:
Cell phone: +91 9739482620 Status:
For Emergency:
Contact: Ananda Kallugadde Relation: Superior Phone: +91 9901161395

Mini Ambrose Work: +91-80-41219394/95 Date/Time:
Cell phone: : +91 9448808090 Status:
For Emergency:
Contact: Ranjan Dash Relation: Team Lead Phone: +91 9742742254

Suresh Ganesan Work: +91-80-41219394/95 Date/Time:
Cell phone: +91 9873235342 Status:
For Emergency:
Contact: Harsha Sadashiva Relation: Team Lead Phone: + 91 9945794455

Record the date and time that each person was notified or last attempt made. Add the contact status BSY-Busy, NA-No Answer, PNA Person-not Available.
After the team notification has been completed. This checklist should be given to the Emergency Operations Center staff or Emergency Management Team.

Primary Contact: Thejaswini Gopalkrishnan___ **Alternate:** Ramesh Ekambaram_______

Team Responsibilities:

When notified by the Emergency Management Team that the Business Resumption Plan (BRP) has been activated, the primary responsibilities of the team will be to use their resources to support the corporate recovery effort and to activate their Recovery procedures.

Team Leader Responsibilities / Checklist

Read the entire section before performing any assignments.

General

The Primary responsibility of the Team Leader is to provide *leadership* of the recovery team and coordinate support for the recovery effort. Other responsibilities include:

1. Participate in Resumption meetings with the Emergency Management Team.
2. Direct the Business Continuity efforts of your team.
3. Oversee communications activities of the team.
4. Coordinate with the Emergency Operations Center regarding all administrative issues.

Critical Functions

Restore the following critical functions:

RTO*	**Critical Function**
2 to 4__	**Email service outage**
2 to 4__	**Connectivity with Client Sites outage**
6 to 8__	**Phone connection outage**

*** Recovery Time Objective (Amount of down time before outage threatens the survival of the company. RTO is determined by Senior Executives)**

Normal Business Hours Response

During an emergency that happens during normal business hours, follow the corporate emergency procedures to ensure the life and safety of all employees.

If the building is not accessible, the team personnel should assemble at:

- Primary site : Outside J.P. Nagar office

Immediate actions to be taken by the department leader or assigned alternate:

1. Take a head count to make sure all team members are safe and available. Notify the Emergency Management Team immediately if anyone is missing.

2. Look for a member of the Emergency Management Team to get instructions.

3. **Record all** the information and instructions given by the Emergency Management Team. Use the Notification Checklist located in this section as a guideline and work paper.

4. **Before** contacting anyone else review the Notification Procedure located in this section.

5. Notify department personnel not already notified. Use the Notification Call List located in this section; it contains a list of who to call and what information to pass on.

6. If instructed by the Emergency Management Team, activate the Recovery procedures are located in this section.

After Normal Business Hours Response

When notified by the Emergency Management Team that the Business Resumption Plan has been activated, the team leader will:

1. **Record all** the information and instructions given by the Emergency Management Team. Use the Notification Checklist located in this section as a guideline and work paper.

2. **Before** contacting anyone else review the Notification Procedure located in this section

3. You may be instructed to only notify your alternate team leader, your entire team or as many department personnel as possible. Use the Team Alert List located in the front of the plan or the Employee Call List located in the back of the plan. Record the status of all notifications and give the completed call list to the team leader.

4. If instructed by the Emergency Management Team, report to the Emergency Operations Center.

5. If instructed by the Emergency Management Team to activate your Recovery Team, procedures are located in this section.
6. When you activate your team, have them meet you at the primary or alternate meeting place listed below.

Primary Location

Facility Name: J. P. Nagar office	
Street Address: # 50, 1st Main Road, 9th Cross, 3rd Ph, JP Nagar	Floor: 1st and 3rd
City/State/Zip: Bangalore, Karnataka 560 078, India	
Contact Person: Thejaswini Gopalkrishna Alternate Contact: Ramesh Ekambaram	Phone No: +91-80 41219394/95 24 Hour No: +91-99011-61395
Security Considerations: Assemble outside the building or in the concierge area. Do not use Elevators under any circumstances	

Team Recovery

Business Resumption Plan Copies

The team leader should ensure that sufficient copies of the Business Resumption Plan are available.

Cellular Phone (TBD)

The team leader has a cellular phone for team use. The Emergency Management Team should be notified immediately of the cellular phone number.

Team Workarea

The Emergency Management Team will provide the team with a workarea for their use. Use the Business Recovery Workarea Checklist in the appendix to ensure that the area is setup to match the requirements that the Recovery Team will need to support the recovery operation and resume essential business functions.

Notifications

Provide notification of the problem to vendors. The information provided should be reviewed with the Emergency Management Team before calling.

Team Recovery Steps

The following recovery actions are to be used as a guide. During a real disaster circumstances may dictate that some or all of the steps documented may have to be altered. The team leader should use his/her judgment while managing the recovery operation.

1. The team leader should contact the Emergency Management Team to find out:
   - When voice communications will be available at the workarea.
   - When servers will be operational and how current the master files will be.
2. Departmental Meeting:

   Key department personnel should meet to determine actions to be taken and establish the priority of restoring business functions based on the workarea and resources available. The department leader should explain the goals and objectives identified by the Emergency Management Team.

   a. Review tasks to be performed and assign personnel.

   b. Personnel should be assigned to contact vendors and advise them about the situation and when they can expect service to be restored. Use the Vendor Notification in the appendix for contact information.

c. Determine if some personnel will have to travel to the business recovery site.
d. Distribute copies of any forms that will be needed during the recovery operation.
e. Distribute copies of the news media statement that has been prepared. Copies can be obtained from the Emergency Management Team. Instruct everyone not to makes statements to the news media.
f. Personnel should be assigned to provide recovery support needed by other teams, as needed. g. Identify the category in which personnel should be alerted. Consider:
- Personnel that might be need to give aid to other teams / departments.
-Personnel that will be needed at the workarea to resume normal business functions.
- Personnel who should stay home and remain on standby (they will be needed when the initial group needs rest).

3. Contact personnel that will be needed to report to the assigned workarea.
4. Designate space for personnel reporting to the workarea.
5. Implement procedures to resume time dependent functions based on the priority established.
6. Instruct all department personnel to carry photo identification with them at all times and be prepared to show it to security or local authorities.
7. As progress continues during the recovery operation, the team should be prepared to move back to the affected facility and resume normal business operations.

Personnel Location Form

After the department personnel have been deployed, the department leader should complete the Personnel Location Control Form in the appendix. Completed forms should be sent to the Administrative Team to allow location tracking of all employees. Continue to update the information throughout each day of the recovery operation.

Status Report

The department leader should prepare written status reports frequently for the Emergency Management Team to keep them apprised of the current situation. Use the Status Report Form in the appendix as a guide.

Travel Arrangements

The department leader can get assistance for any team travel arrangements from the Administrative Support Team. This includes travel needs either inside of or out of the metro area. Use the Business Recovery Site Information section in the appendix for guidelines and to make a request.

Notification

Notification Checklist

When notified by the Emergency Management Team that the Business Resumption Plan (BRP) has been activated, the team leader or alternate should record the following information that will be passed along to department personnel:

1. Brief description of the problem: ____

   ____

2. Location of the Emergency Operations Center: ______________________________

   ____

3. Phone number to contact the Emergency Operations Center: ___________________

4. Any immediate support requested by the Emergency Management Team:

   ____

   ____

5. Whether or not the facility can be entered: Yes ( ) No ( )

7. If the facility can not be entered, the location that the team should use for a workarea or meeting place:

____

Notification Procedure

The team leader, alternate or assigned individual upon activation of the Business Resumption Plan will contact team personnel using the following procedure:

During notifications of an alert or declared disaster, use this procedure to alert all personnel. **Read the procedures thoroughly prior to making a call**. By using the following instructions, you will not unnecessarily alarm family members of an employee who was working at the affected site at the time of the disaster.

Place phone call and say, "May I speak with (individual)?"

1. If available, provide the information you called to convey.
   - Remind the person to make no public statements about the situation.
   - Remind the person not to call co-workers (unless instructed to) and to advise their family not to call other employees.
   - Record the information in the contact status column.

2. If not available, say, "Where may I reach (individual)?"
   - If at any location other than the data center, get the phone number. Call the other location and providing the information you wanted to convey.
   - If the individual was working at the affected site, indicate that you will reach the individual there. **DO NOT discuss the disaster with the person answering the phone.**
   - Immediately notify the Emergency Operations Center.
   - Record the information in the contact status column.

3. If contact is made with an answering machine: Make no statement regarding the situation.
   Provide the phone number to call at Emergency Operations Center; ask that the employee make contact at that number as soon as possible.
   - Record the information in the contact status column.

4. If no answer:
   - Record the information in the contact status column.

5. If no answer and the individual has a beeper:
   - Place a call to the beeper number.
   - Enter the number of the Emergency Operations Center for the individual to call.
   - Record the information in the contact status column.

Notification Call List

Using the team member contact list in the front of the plan, the team leader, alternate or assigned individual should convey the following information
when contacting the team personnel:

- Brief description of the problem.
- Location of the Emergency Operations Center and / or the Business Recovery Site
- Phone number of the Emergency Operations Center.
- Immediate actions to be taken.
- Whether or not the facility can be entered.
- Location and time the team should meet.
- All team members should carry photo identification with them at all times and be prepared to show it to security or local authorities.
- Instruct everyone notified not to make any statements to the media.

All callers should record status of everyone they call, noting the time the call was placed and whether the person was contacted. Make a reasonable number of attempts if the phone was busy or there was no answer. Forward the completed list to the EOC and the staff will continue to attempt to contact team members.

Business Recovery Work Area Checklist

Work Area Scenarios

The Emergency Management Team will provide the team leader with a workarea for the team to use. One of the following is the most likely scenario that will take place.

1. **Work area at the location, if the facility is accessible.**
   The Emergency Management Team will provide information about what area the team can use.

2. **Work area at a vendor Business Recovery Site, if the site is not available.**
   The Emergency Management Team will provide information about what area to use and the estimated time before terminals and communications to the backup site will be available.

Workarea Requirements

The following lists the minimum requirements for the team at the workarea recovery location. Copiers and FAX machines will be available at the workarea for all teams to share.

Space in square feet: 4000

Office Furniture: Desks: 80_ Chairs: 80_ File Cabinets: 10__
Other Furniture: ____

Telephone Equipment

Phone Type: Local & VOIP__ Number of Phones: 20__

Computer Equipment:

Indicate what terminals and PC’s would require connection to the network.

Platform: Windows7__
Terminal Type: _N/A ___
PC Software: _Same as on NeoBytes laptops

Business Recovery Site Information

Guidelines for Travel to the Business Recovery Site

Most disasters are isolated to a single building or block. During those situations the Business Recovery site in the local area will be used for recovery. Some disasters are community wide and, as such, may eliminate the option of using the local Business Recovery site. In those instances, we may resort to using more distant recovery sites.

The team leader should divide the available personnel into two groups: those who will go to the backup site first and those who will be sent as replacements after a few days. The department leader should not over commit resources during the first few days.

The team leader should provide directions to the personnel that will be traveling to the backup site. In the event that personnel cannot drive to the backup site and will need air transportation, hotel accommodations, and advance expense money, the team leader should arrange the details through the Administrative team leader or EOC Director.

The team leader will provide the Administration team leader or EOC Director with the names of the individuals, their destination, hotel requirements, an estimate of any travel money needed, and instructions relating to specific personnel who should not travel together on the same airplane (many companies have travel policies that forbid key individuals to fly on the same airplane in case of an accident).

The EOC Staff will make the travel arrangements and will provide personnel with itineraries, tickets, and advance travel money.

Business Recovery Site Information

Primary Location

Facility Name: J. P. Nagar office	
Street Address: # 50, 1st Main Road, 9th Cross, 3rd Ph, JP Nagar	Floor: Ground and 2nd
City/State/Zip: Bangalore, Karnataka 560 078, India	
Contact Person: Thejaswini Gopalkrishna Alternate Contact: Ramesh Ekambaram	Phone No: +91-80 41219394/95 24 Hour No: +91-99011-61395
Security Considerations: Assemble outside the building or in the concierge area. Do not use Elevators under any circumstances	

Off Site Stored Materials

Copies of critical documents, computer/PC back up floppies and tapes, critical supplies etc. may be available from a number of sources:

- Other First Bank facilities may have similar resources or copies of critical documents.
- Clients or contractors may have copies of critical documents.
- Commercial storage facilities will usually pick up back up tapes and documents and store them in a climate controlled and secure area.

Critical Resources to Be Retrieved

Many incidents do not completely destroy contents of offices. Depending on the circumstances, it might be possible to clean and dry paper, microfilm or microfiche. Even if computer diskettes, tapes and hard drives have been water, smoke or soot damaged, it might be possible to extract the information from them. Do not attempt to do this yourself. Contact your technical support area or facilities staff for help when the incident occurs.

Following the incident, if authorities and your facilities staff determine your affected building is safe to enter, you might be allowed into your building for a short time. This could be for as little as 15 minutes or one half-hour. Create a list of the critical items that you would need to retrieve if you could get into your building. This assumes, of course, that the items are salvageable.

You should list these items in order of importance.

Some examples of items you might need to retrieve include: computer disks, computers, selected paper files and work in process.

Examples of items that you should not list include: family pictures, unimportant files and information that are duplicated somewhere else.

CRITICAL RESOURCES TO BE RETREIVED

Note: Use this form to document the materials that should be retrieved if you are able to enter your facility following the incident and the items are not badly damaged.

Business Unit: ___J. P. Nagar

Bldg./Floor: **Ground and 2nd floor**	**Location on Floor: (e.g. Northwest Corner)** **Southeast corner in HR office area**	
Items To Be Retrieved	**Comments**	**Condition***
CRITICAL RECORDS:		
All Computer documents	**Retrieve from Firesafe cabinet**	
EQUIPMENT:		
Backup disks	**Retrieve from Server room**	
Laptops	**Retrieve from individual desks**	
OTHER:		
Any documents from desks	**Work in progress that is in good condition**	

*** Complete “Condition” at the time of the incident.**

Personnel Location Control Form

Make additional copies as needed

COMPLETE DAILY
FORWARD TO THE CRISIS MANAGEMENT TEAM

Date: ____/_____/____ Completed by: ________________________

Operations Team

Name	Recovery Location	Phone Number	Work Schedule From	To

Status Report Form

Make additional copies as needed

Use this form to log significant recovery activities.

The team leader is required to submit written recovery status reports daily. Submit completed status reports to the Emergency Management Team. This status report may be submitted handwritten as long as it is legible.

Date: ____/____/____

Time: ____:____AM / PM

Name: ______________________

Department: **Operations Team**

Comments: ____

____

____

____

____

____

Conclusions: ____

____

____

____

Recovery Preparedness

Team plans are intended to be living documents. They should reflect the latest information available. Team Leaders are responsible for reviewing and updating their plans on a semiannual basis.

The Team Leader, alternate Team Leader and other individuals who have copies of the team plan will be sent updates each time the plan is changed. The accepted practice is to print and distribute only the page or pages have been changed rather than the entire plan.

Semiannual Plan Review
(Updates due January 1 and July 1)

<u>Team Leader and Alternate Team Leader</u>. This section identifies the persons assigned in the leadership positions. The team leader to identify changes in assigned personnel should review it.

<u>Recovery Team Alert List</u>. This section provides contact information for all personnel assigned to the team. This list is prone to change since team members may leave or join the team, names may change due to marriage and contact information may change. The team leader should send a copy of the Recovery Team Alert List to each team member to review and update.

<u>Critical Functions List</u>. This section, found in Team Leader Responsibilities, identifies the critical functions that apply to the team. The Team Leader will review the functions to determine that they are accurate.

<u>Team Recovery Steps</u>. This section identifies the strategies for recovery of critical functions. The team leader will review this list to determine that the strategies are meeting the current business objectives and accurately reflect the best possible solution.

<u>Vendor and Customer Lists</u>. This section identifies the contact information for critical vendors and customers. The team leader will review this list to determine that the list is complete and accurate.

<u>Workarea Requirements</u>. This section identifies critical resources required to support the recovery at the work area site. The team leader will review this list to determine that the list is complete and accurate.

<u>Off Site stored Materials</u>. This section identifies critical records or resources stored off site. The team leader will review this list to determine that the list is complete and accurate.

Training and Exercises

Updated plans are not enough if the people assigned to recovery teams don't know what is expected of them. Team members should receive training on recovery concepts in general and their team's functions in particular. Exercises help identify needed improvements in strategies and plans. Exercises also give team members valuable experience in dealing with the challenges inherent in recovery operations.

The Business Continuity Group conducts training and exercises.

Team Member Orientation. This is a one-hour overview of the Business Continuity Program. Each team member should attend once per year. It is also available for the general employee population.

Team Exercise. The entire team participates in a two-hour tabletop exercise with a focus on their recovery strategies.

Team Leader Exercise. All the team leaders and Alternate Team Leaders participate in a two-hour tabletop exercise with a focus on facility wide recovery.

Functional Exercise. Actual hands-on test of hardware or connectivity capability at Work Area Recovery Centers. Actual use of alternate (manual)
production process at the home or alternate facility.

Activity Schedule

This document allows Team Leaders to track their own plan review, training and exercise activities for the year. The Business Continuity Group will periodically request a copy of the document to review the team's preparedness status. A new document will be started each year. The Business Continuity Group will keep each year's completed activity schedule on file for audit purposes.