



Pandemic Response Plan



TRIANZ INTERNAL

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1. Purpose

The purpose of Pandemic Response Plan is to guide Trianz through the development of the steps and procedures necessary to successfully respond to and recover from a pandemics.

2. Scope

The guidelines and procedures listed in this plan cover a variety of business activities, including sensitive or critical daily operational activities, and applies to all company personnel.

3. Objectives of Trianz Pandemic plan

The objective of this pandemic plan is to

- Limit the impact of pandemic on Trianz by limiting the burden of disease (i.e., morbidity and mortality);
- Minimize social disruption impact on Trianz caused by the pandemic; and
- Reduce Trianz economic losses, attributable to the pandemic.
- Mitigate risks of delivery impact to Client.

4. Definition of a Pandemic

A pandemic is a virulent Global outbreak, to which humans have little or no immunity, which mutates and develops the ability to transmit easily between people and spreading world-wide

Viruses range in severity from mild to severe, and the same virus can vary greatly in how it affects different age groups or at-risk groups, depending on its unique characteristics.

5. Trianz Pandemic Response Objectives

Trianz Pandemic Response objectives are:

- **Detect** and identify the early symptoms by employee Wellness Surveys to identify those who are sick and possess symptoms
- **Diagnose** by enabling medical care from Trianz empanelled doctors and clinics and Contain
- **Contain** by enabling remote working & provide Business Continuity to Client Delivery
- **Monitor** the health of the associates and aid if required along with the project delivery status.
- **Communicate** the overall status to Key stake holders i.e., internal, Clients, suppliers, vendors etc.

6. Plan Triggers and Actions

Trianz has developed triggers to assist in the activation of pandemic related strategies. Trianz recognizes that it may need to take immediate action if there is an impact to employees' health and client delivery.

Phase	Trigger	Key Actions
Alert Phase	<ul style="list-style-type: none"> • New strain identified • Media coverage of potential pandemic strain • Human-Human transmission in disease's country of Origin • Potential the disease will affect the Organization and/or its clients. 	<ul style="list-style-type: none"> • Establish Situational Awareness • Crisis Management team to publish the situation assessment report to Business resilience group. • Validate the Organization's Geographic and Employee Footprint. • Assess Potential Impacts on Business Operations • Assess Potential Impacts on the Supply Chain

Phase	Trigger	Key Actions
		<ul style="list-style-type: none"> • Determine Potential Finance and Treasury Implications • Evaluate Transportation and Travel Risks • Review/Update Human Resource Related Policies and Procedures • Review Business Continuity Planning Efforts for Personnel and Third Parties • Evaluate the Ability of IT to Support A Spike Remote Work • Determine Communication Requirements (internal and external)
Pre-Pandemic Phase	<ul style="list-style-type: none"> • Presence of Strain in localized Hot Spots • Minimal Spread Beyond Disease's Source (Country of Origin) • Beginning of Government Reactions (Travel Warnings Issued, Some Transportation Network Closures) • Anticipated Impact to the Trianz and/or Impact to its Suppliers 	<ul style="list-style-type: none"> • Accelerate the BCP checkpoints for continuous Crisis Management Response • Initiate the health Surveys and assess the health status of associates. • Coordinate with Business Areas, projects and functions Likely to Be Affected by the Event • Establish Communication with Potentially Affected Third Parties and Re-evaluate Continuity Strategies • Develop Approach to Manage Financial Impacts • Assess Sanitation Procedures

Phase	Trigger	Key Actions
		<ul style="list-style-type: none"> • Develop Transportation and Travel Restrictions • Identify Means to Track Absenteeism • Determine Level of Support Provided via Insurance and Health Care Providers • Identify More Aggressive Strategies that May Be Used if Conditions Deteriorate • Assess Suitability of Technology Infrastructure for Extensive Remote Operations • Establish continuous health and delivery Status Reporting for all Business Units. • Plan and conduct proactive vaccination drives if suitable vaccines are available as per Government directives
Pandemic Phase	<ul style="list-style-type: none"> • Global/Dispersed Proliferation of Pandemic • Pandemic Directly Affects the Organization and its Employees (i.e., significant, prolonged absenteeism, quarantines issued in/near 	<ul style="list-style-type: none"> • Activate Crisis Management and Appropriate Business Continuity Response. • Continuous BCP checkpoints • Continuous health trend monitoring via surveys.

Phase	Trigger	Key Actions
	<p>major operating locations, and travel restrictions)</p> <ul style="list-style-type: none"> • Higher than Seasonal Average of Absenteeism 	<ul style="list-style-type: none"> • Continuous Delivery status monitoring via daily delivery status reviews • Regular Client communication and updates • Continue to Impose Travel Restrictions • Activate Additional Sanitation Measures if required. • Activate More Aggressive Strategies • Activate Alternate Supply-Chain and Sourcing Strategies. • Establish Direct Lines of Communication with Local Public Health Agencies • Execute Mass Communications. • Vaccination initiatives and tie up with hospitals. • Evaluate need for medicinal supplies and life support accessories such as oxygen cylinders, concentrators etc
Transition PHASE	<ul style="list-style-type: none"> • Employee availability returns to Normal Levels • Health of associates/employees are normal. • Post-Pandemic 	<ul style="list-style-type: none"> • Conduct a Post-Incident Review • Update Plans and Procedures • Transition to Normal Operations • Communicate to Key Stakeholders Continuous Vaccination programmes.

7.0 Pandemic Preparedness and Response measures

People

- HR awareness mailers highlighting pandemic Outbreak along with Dos and Don'ts
- Tie-up with empanelled clinics across all Trianz locations for doctors' advice
- 24/7 help desk facility, where our associates who calls up will be directed to the medical facility
- Employee Wellness Survey to understand any medical assistance that may be required for the employee and family in lieu of any symptoms
- Location-wise HR, Admin, IT points of Contact with reach out numbers

Environment readiness

- Location-wise Delivery centers fumigation and disinfecting
- Hand sanitizers made available at security desks, washrooms and prominent places inside the delivery centers.
- Face are masks kept handy.
- Security desk officers screening for symptoms
- Thermal Sensors
- Housekeeping services screening for symptoms
- Cab drivers screening for symptoms.
- Building environment cleansing by working with building owners

Travel and Local Commute

- Freeze on domestic and international travel
- Travel advisory and diagnostics to assess risk of travel if it is to a Pandemic outbreak country or city.

- Self-Quarantine for travel from or Transit through Pandemic outbreak countries
- Visitors and vendor diagnostic questions to assess risks due to visitor or vendors arriving into the campus.

Remote working & IT enablement

- *WFH Enablement*: Proactive Assessment & allocation of Laptop, Internet connectivity and power backups for critical associates.
- Daily connect (DSR's) with the delivery managers to check status of Wellbeing and Delivery status.
- Primary & Secondary data connectivity and power wherever feasible

Cyber Security, Technology & Delivery Aspects:

- Remote working guidelines and best practices
- Cybersecurity guidelines roll out and implementation.
- Secure remote workspace including hardened Laptops, Protected Web & Email access, Conditional access etc. enablement
- Daily delivery risk reviews across all projects.
- Information security and privacy refresher trainings / awareness campaigns.

Daily BCP check point calls to assess

- Employee Health and wellbeing
- End point device, connectivity issues and challenges to be addressed, if any
- Delivery status and risk monitoring
- Client status updates and briefing

8.0 Pandemic Working Group

The following participants form the Pandemic Working Group. The Business Resilience group/committee are key functional heads across the organisation and all the location wise crisis management teams will report to Business resilience group (BRG).

Primary Members:

- Crisis Management Representatives (Across locations)
- Senior leadership team representatives.
- Project Delivery Representatives
- Business Continuity Representative
- Human Resources Representative
- Facilities/Administration Representative
- Finance Representative
- Communications Representative
- Information Technology Representative
- Information Security Representative.
- Travel Representative.

Key Stake holders who would be engaged on a need basis :

- Legal/Compliance
- Marketing Representative.
- Government Liaison
- Media (If needed)

8.1 Business Resilience Group

Project/Function	Primary Contact	Phone	Escalation Contact	Phone
Information Systems-	Pranesh, Sivakrishna	91 9704906608 91 9949984411	Srikanth M	91 9000599259

Group Manager - Admin/Physical security	Rajani Nagaraj	91 9448457666	Yogesh Patel	91 80 46640000
Chief information Security Officer	Srikanth M	91 9000599259	Sri Manchala	91 80 46640000
Business Continuity/Information Security - Manager	Beniyel S	91 9843315098	Srikanth M	91 9000599259
HR Group Manager	Sanuj Krishnan	8971022337	Raja Perumal	91 80 46640000
Travel - Assistant Manager	Neelakandan Thekkedathu Mana	91 8123029150	Rajani Nagaraj	91 9448457666
Finance - Controller	Sandeep T	91 9900505759	Yogesh Patel	91 80 46640000

9. Business continuity strategies:

9.1 Work from home model (Remote Working)

Working from Home model is deployed by assessing and testing the capability provided to our associates to work from a location apart from the designated Trianz offices or Trianz client offices (referred to as a 'remote' location subsequently), using Trianz assets and equipment, for a prolonged duration.

Work from home strategy will be activated when the primary/Secondary facilities are inoperable due to

- Pandemic/epidemic.

9.1.1 Information technology Assets

Trianz will provide official laptops, headphones and other peripherals. Connectivity to Trianz network or email can happen only after IS configuration for Trianz environment

is done. Any request for such equipment will need to be authorized by Project /Delivery manager.

9.1.2 Power and network connectivity

All associates working from home must have continuous power and sufficient power backups. Trianz has provided power backups like UPS to identified critical employees in the projects/functions.

All associates are equipped with sufficient broadband internet connectivity and backup internet dongles provided by the company.

9.1.3 Security requirements

- All identified associates who qualify to work from home must clear – All mandatory security trainings (Information Security, Data privacy etc.) before availing work from home.
- All associates must follow and adhere to the remote cybersecurity guidelines published by the information security team.
- All work from home users are to comply with policies specified under information security management system in the Bluebook.

10. Hybrid Model

The hybrid working model is –flexible arrangement, allowing employees to work remotely while others work on-premises with suitable preventive controls.

A 'hybrid' model of working achieves both of these:

- It provides the businesses with the structure and sociability in an office environment
- Flexibility and independence of remote working.

11. Pandemic Response Plan Test

Pandemic response plan test shall be conducted as per management guidelines at an organisation level/engagement level.

Testing can be conducted in the form of a simulation, table top or the plan walkthrough test aligned with the Trianz Business continuity plan.

Owner:	<i>Management Representative</i>	Release ID:	<i>PAN_GUID_0078</i>
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For Trianz Process Improvement Group (TPIG) Purpose Only

Version History

Ver. No.	Author	Date	Reviewer	Introduction/Reason for Change	Approver	Change Description
0.1	Karthik Narasimha	18/05/2021	Phani Krishna	Initial Version	Phani Krishna	Initial draft of the plan.
0.2	Karthik Narasimha	25/05/2021	Phani Krishna	Review by Phani K	Phani Krishna	Incorporated all changes suggested.
0.3	Karthik Narasimha	30/07/2021	Ganesh Arunachala	BCP committee Review	Phani Krishna	Reviewed the overall plan and suggested changes.
1.0	Karthik Narasimha	30/07/2021	Ganesh Arunachala	Incorporated the changes suggested by Ganesh	Phani Krishna	Updated Sections 4,6,7,8, and 10
1.1	Krutideeptha	23/12/2022	Karthik Narasimha	Annual review		1. Statement of Confidentiality Updated to internal from confidential.

						2.Contact details updated
2.0	Krutideepa	12/01/2023		Approval	Karthik N	Approved and baselined
2.1	Beniyel S	10/06/2024	Vijaya R	Review		Test Frequency changed, Updated with contact details
3.0	Beniyel S	10/06/2024	Vijaya R	Approval	Vijaya R	Approved and Baselined
3.1	Beniyel S	05/03/2025		Annual Review		Updated contact details
3.2	Kruti	28-May-25	Vijaya R	For Review		Migrated to New Template
4.0	Kruti	29-May-25	Vijaya R	Approval	Srikanth M	Approved and Baselined



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Thank You

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