



# Netradyne Business Continuity Plan

V3.1

Internal and Confidential

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All Organization	Netradyne

## 1 Introduction

The Business Continuity Plan is designed to minimize the impacts of a disruptive event by defining strategies, team organization, resources, and response/recovery plans that collectively help ensure continuity of Netradyne's business operations.

## 2 Purpose

The purpose of this document is to provide a single source of reference for all Business Continuity components.

## 3 Scope

The Business Continuity Plan includes all guidance and procedures in the event that the business is interrupted due to a disaster, incident, crisis, or threat.

## 4 Roles and Responsibilities

Roles and responsibilities specific to this document are included below:

<b>Role</b>	<b>Responsibilities</b>
Owner	<ul style="list-style-type: none"><li>• Team or SME responsible for the process area needs to ensure this document is up to date and compliant with governing requirements.</li><li>• Is the point of contact for the document.</li><li>• Responsible for initiating and managing document review and the approval process from start to finish including gathering or delegating the collection of content including diagrams, formatting etc. as well as identifying stakeholders to participate in the peer review process.</li></ul>
Reviewers/Stakeholders	Representations from teams that can affect or be affected by the document under review (e.g., Operation, Security, Compliance, Quality)
Approvers	The Person(s) of authority to validate the document and sign-off on the latest version. Such Person include Document owner, Functional Team Lead, Security Lead, Product Delivery Lead.
Document Release	Document Owner/team to work with repository administrator to make release version available.

## 5 Procedure

### 5.1 Organization and its context

Netradyne determines internal and external elements that are relevant to business continuity and that affect its ability to achieve the intended outcome(s) of its Business Continuity Plan.

#### 5.1.1 Internal Elements:

- Organizational strategy and business goals
- Results of threats and risks assessments
- Capabilities of organization, such as information processing, facilities, technologies, people, processes, capital, time
- Organizational culture
- Extent of contractual relationships

### 5.1.2 External Elements:

- Service commitment to customers
- Key drivers and trends having impact on the objective of the organization.
- Social, cultural, political, legal, regulatory, financial, technological, economic, natural, and competitive environment

### 5.1.3 LEADERSHIP

The Senior Leadership Team and Human Resources form the Business Continuity Committee and actively participate in decisions concerning maintenance of Business Continuity.

The objectives of the Business Continuity Committee are to:

- Establish and periodically review the Business Continuity Plan.
- Ensuring sufficient resources to establish, implement, operate, monitor, review, maintain, and improve the Business Continuity Plan.
- Identifying the organization's key functions and the staff needed to perform those functions. These include functions vital to maintaining on-going operations.
- Communicating to the Organization the Business Continuity Plan.
- Ensuring that the Business Continuity Plan achieves its intended outcome(s).
- Directing and supporting persons to contribute to the effectiveness of the Business Continuity Plan.
- Promoting continual improvement.

### 5.1.4 LOCATIONS

The Business Continuity Plan is to be used for all locations globally. Our Offices in Bangalore, India and San Diego, USA

## 5.2 RISK ASSESSMENT

Netradyne will assess physical and environmental risks including seismic, flood, airplane path, proximity to active rail and roads, proximity to hazardous waste, fuel tanks, asbestos, etc in each location. In addition, Netradyne maintains the following procedures:

- Building evacuation procedures
- Incident reporting procedures
- Emergency communication procedures
- Procedures for handling all applicable threats.

Each risk is evaluated for likelihood and impact to people, property and business. Threat and risk assessments are identified within the following categories:

- **Natural hazards** – earthquake, flood, hurricane/typhoon, tsunami, severe heat/cold
- **Man-made** – bomb threats, proximity to airports/railroads/freeways
- **Site Infrastructure** – electrical failure, generator failure, fuel shortage, HVAC outage
- **Health threats** – injuries, communicable diseases, pandemic
- **Economic/political threats** – civil unrest, labour disputes

## **5.3 EMERGENCY RESPONSE**

Life safety is an absolute priority. Appropriate building plans are in place for each location to ensure that physical threats are addressed as quickly as possible. The responsibility is assumed by the landlord's building management where Netradyne occupies space, which is in a multi-tenant office building. These emergency procedures are designed to prevent or minimize physical injury and to ensure the integrity of the facilities and property.

Evacuation tests are conducted annually to ensure staff compliance and familiarity with procedures. Netradyne facilities comply with all country, local and municipality codes, regulations, and requirements, including occupational safety and health standards.

## **5.4 DISASTER RECOVERY PLAN**

VP, DevOps & IT is the owner of the IT disaster recovery planning. Please refer Disaster Recovery Process

### **5.4.1 SUPPLIER/VENDOR**

Netradyne is to evaluate critical suppliers and assess whether they can continue to support Company critical activities in the event of a disaster, crisis, or pandemic. A critical supplier is defined as an organization or individual whose inability to recover effectively from a disaster would have a great and immediate negative impact on Company activity or activities they support.

### **5.4.2 COMMUNICATION**

If the unexpected occurs, Netradyne will keep its employees and customers informed as well as the impact and steps taken to resolve them:

#### **5.4.2.1 Employees:**

- Netradyne will stop holding face-to-face meetings and start teleconferencing.
- Netradyne will inform workers to work remotely and help to make tech arrangements.
- Human Resources will maintain a document of all the employee's work location
- Human Resources will monitor and announce related government agencies information for guidance or general orders.

#### **5.4.2.2 Customers:**

- Netradyne will always provide notifications to customers for customer-impacting incidents.
- Timely notifications will be provided throughout the incident life cycle and include details on the nature of the incident and steps taken to resolution.
- Customers should contact their Customer Success Manager for more information.

### **5.4.3 KEY FUNCTIONS AND STAFF**

Department Managers are responsible for determining the critical functions for departmental continuity. This includes pre-defined staffing alternatives, as well as utilizing local vendors or consultants to perform the essential activities as needed.

## 5.5 FUNCTION PRIORITY FOR BUSINESS OPERATIONS

Team	Responsibilities	Priority
Support	Respond to customer questions for current	Critical
Customer Success Management	Customer engagement and account management.	High
DevOps	Ensure support of existing infrastructure to enable existing customer implementations.	Critical
IT	Ensure all system recovery and restoration	Critical
Product Management	Work with customer to address immediate product needs.	High
Engineering	Sustaining existing platform, Implementation of features and new products.	High
Marketing	Creating a marketing communications plan. Messages should be created for CEO, partners, vendors, customers, media, and company website.	Moderate
Sales	Continue communication with Clients	Moderate
Finance	Manage recovery of finances, revenue losses, and develop a framework for long-term recovery. Also manage all issues with licensure and regulatory compliance.	Moderate
Human Resources	Ensure safety for all staff, evacuations identify worksite alternatives, communication, and provide employees assistance in case of injury, death, or property damage.	High

## 5.6 Layout & Use

This document is designed to be published on our Intranet, and so that it is easy to add new sections and to extract subsets. For each Risk we set out:

- *Likely Scenario* - the most likely reasons for problems to occur
- *Probability* – the likelihood of the risk occurring (high, medium, low)
- *Impact* – will the impact on our business be high, medium or low.
- *Functions Affected* – what document-related functions the problem impacts?
- *Action* – what to do when the interruption occurs?
- *Responsibilities* – who takes what actions?
- *Mitigation* – what is Netradyne doing to minimize the risk before it happens?
- *Constraints* – the practicalities of dealing with the risk
- *Resources* – the implications for costs, staffing, facilities etc

## 5.7 Scenarios

<b>Risk</b>	Building Loss – Netradyne Work Area
<b>Probability</b>	Low
<b>Impact</b>	Medium

<b>Likely Scenario</b>	Fire; Riots or other natural disaster or Pandemic situations
<b>Functions Affected</b>	All
<b>Mitigation</b>	<ul style="list-style-type: none"> <li>• Work-from-home.</li> </ul>
	<ul style="list-style-type: none"> <li>• Advise all business units, and suppliers if affected.</li> </ul>
	<ul style="list-style-type: none"> <li>• <i>Contact nominated executive to assess damage and availability and timing of alternate locations</i></li> </ul>
	<ul style="list-style-type: none"> <li>• <i>Contact all Netradyne staff and suppliers to arrange alternate locations and contact details</i></li> </ul>
	<ul style="list-style-type: none"> <li>• Assets</li> </ul>
	<ul style="list-style-type: none"> <li>• If documents have been damaged, see <i>Fire and Water Damage</i></li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> Level Netradyne Manager to contact ERT</li> </ul>
	<ul style="list-style-type: none"> <li>• The ERT are required to contact their respective staff's. The HR Manager shall coordinate with the suppliers</li> </ul>
	<ul style="list-style-type: none"> <li>• ERT will follow the call tree</li> </ul>
<b>Constraints</b>	The Netradyne's general emergency procedures override these instructions if there are any conflicts

<b>Risk</b>	<b>Documents Lost – Electronic (in large numbers)</b>
<b>Probability</b>	Low
<b>Impact</b>	Medium
<b>Likely Scenario</b>	Network problem
<b>Functions Affected</b>	All electronic and paper-based document related activities
<b>Action</b>	Immediately:



	<ul style="list-style-type: none"> <li>contact IT Manager and Devops/Infra team to log problem and establish nature and duration of problem and if necessary, request recreation from backup contact our IT Manager, Devops/Infra team ensure problem is treated with Urgency</li> </ul>
	<ul style="list-style-type: none"> <li>advise Domain or Departmental Heads</li> </ul>
	<ul style="list-style-type: none"> <li>advise all affected business units</li> </ul>
	<ul style="list-style-type: none"> <li>Devops/Infra will initiate the backup and restoration immediately.</li> </ul>
<b>Responsibilities</b>	Top Management representative present to coordinate and escalate if required
<b>Mitigation</b>	IT Backup; some documents e.g., Customer Contracts are scanned to softcopies, and copies are held by business
<b>Constraints</b>	Backup – it can take time to organize a recovery, and generally this can only be done on the basis of whole directories at a point in time.
<b>Resources</b>	Cloud

<b>Risk</b>	<b>Documents Lost – Electronic (specific documents)</b>
<b>Probability</b>	Low
<b>Impact</b>	Varies
<b>Likely Scenario</b>	Document accidentally deleted
<b>Functions Affected</b>	All electronic and paper-based document related activities
<b>Action</b>	Immediately:
	<ul style="list-style-type: none"> <li>contact IT manager to log problem and if necessary, request recreation from backup</li> </ul>
	<ul style="list-style-type: none"> <li>advise all affected business units</li> </ul>
	<ul style="list-style-type: none"> <li>If problem cannot be fixed by recreation from backup, investigate ways and need to recreate from paper files, or from individual staff members or supplier's documents etc.</li> </ul>
	<ul style="list-style-type: none"> <li>involve all stakeholders</li> </ul>
<b>Responsibilities</b>	Top Management representative shall be present to coordinate and escalate if required or as per Business Team Structure above
<b>Mitigation</b>	IT Backup; some documents e.g., Customer Contracts are scanned to softcopy, and copies are held by business.

<b>Constraints</b>	IT Backup – it can take time to organize a recovery, and generally this can only be done on the basis of whole directories at a point in time.
<b>Resources</b>	Offline Backup, cloud backup

<b>Risk</b>	<b>IT Manager Not available</b>
<b>Probability</b>	Medium
<b>Impact</b>	Medium
<b>Likely Scenario</b>	Long leave, or unexpected resignation
<b>Functions Affected</b>	All
<b>Action</b>	Trained backup staff will take over the IT Manager responsibilities
<b>Responsibilities</b>	<p>Top Management representative shall be present to coordinate and escalate as follows:</p> <p><b>Name:</b> Chethan Gangaraju  Staff Manager  <b>Contact Number:</b> 9916322439  <b>Email:</b> <a href="mailto:chethan.gangaraju@netradyne.com">chethan.gangaraju@netradyne.com</a></p> <p>SECOND POINT OF CONTACT  <b>Name:</b> Saravanan Sankaran  <b>Title:</b> Senior Director, Info security and IT  <b>Mobile:</b> +91 9444161422  <b>Alternate Number:</b>  <b>Email:</b> <a href="mailto:Saravanan.sankaran@netradyne.com">Saravanan.sankaran@netradyne.com</a></p>
<b>Resources</b>	Phone, Email, Mobile devices

<b>Risk</b>	<b>Production Staff unavailable</b>
<b>Probability</b>	Medium
<b>Impact</b>	High
<b>Likely Scenario</b>	Riot, pandemic, or employee strike
<b>Functions Affected</b>	All

<b>Action</b>	Backup staff to be assigned
<b>Responsibilities</b>	Top Management representative shall be present to coordinate and escalate if required or as per Business Team Structure above
<b>Resources</b>	Phone, Email, Mobile devices

<b>Risk</b>	<b>Power unavailable</b>
<b>Probability</b>	Medium
<b>Impact</b>	High
<b>Likely Scenario</b>	Long duration power failure due to various reasons
<b>Functions Affected</b>	All
<b>Action</b>	The generator to be used until back up power can arrive. Mobile generator service to be hired if Netradyne generator is further unavailable
<b>Responsibilities</b>	HR Manager or the Administration departmental personnel shall be present to coordinate and escalate if required.
<b>Resources</b>	Phone, Email, Mobile devices

<b>Risk</b>	<b>Water unavailable</b>
<b>Probability</b>	Medium
<b>Impact</b>	High
<b>Likely Scenario</b>	Water unavailable for long duration
<b>Functions Affected</b>	All
<b>Action</b>	Water suppliers to be contacted before water availability turns zero.
<b>Responsibilities</b>	HR Manager or the Administration departmental personnel shall be present to coordinate and escalate if required
<b>Resources</b>	phone; File/Information Request forms

<b>Risk</b>	<b>Internet down</b>
<b>Probability</b>	Low
<b>Impact</b>	High
<b>Likely Scenario</b>	Problems at both service providers
<b>Functions Affected</b>	Overall business
<b>Action</b>	Use other internet accesses to download relevant data and move it to local servers to continue production. Client interaction teams to notify their temporary unavailability to all stake holders.
<b>Responsibilities</b>	IT Manager shall be present to coordinate and escalate if required
<b>Resources</b>	Phone, Email, Mobile devices

<b>Risk</b>	<b>O365 server down</b>
<b>Probability</b>	Low
<b>Impact</b>	High
<b>Likely Scenario</b>	Problems with service provider
<b>Functions Affected</b>	Client interaction
<b>Action</b>	Move the failed O365 server to another working server provider. Engage with multiple server providers – GoDaddy, Network Solutions.
<b>Responsibilities</b>	IT Manager to coordinate and escalate if required
<b>Resources</b>	Phone, Email, Mobile devices

## 6 EMERGENCY CONTACT LIST

Human Resources will distribute an up-to-date emergency contact list during an emergency to each department lead.

Si No	Dept	Employee Details	Mobile Number	Mail Id
1	Device	Prem Anand	8220769726	<a href="mailto:prem.anand@netradyne.com">prem.anand@netradyne.com</a>
2	Device	Pritesh Kudalkar	9765060509	<a href="mailto:pritesh.kudalkar@netradyne.com">pritesh.kudalkar@netradyne.com</a>
3	Finance	Venkata Mayya	9663800672	<a href="mailto:venkata.mayya@netradyne.com">venkata.mayya@netradyne.com</a>
4	Admin	Suresh Girish	8722025000	<a href="mailto:suresh.girish@netradyne.com">suresh.girish@netradyne.com</a>
5	Admin	Manjunath Raj	8310811088	<a href="mailto:manjunath.raj.c@netradyne.com">manjunath.raj.c@netradyne.com</a>
6	HR	Mohan	8919760128	<a href="mailto:mohan.t@netradyne.com">mohan.t@netradyne.com</a>
7	Analytic s	Biswarup Debnath	9038923973	<a href="mailto:biswarup.debnath@netradyne.com">biswarup.debnath@netradyne.co m</a>
8	IT(Clou d)	Chethan Gangaraju	9916322439	<a href="mailto:chethan.gangaraju@netradyne.co">chethan.gangaraju@netradyne.co m</a>
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Cloud - Devops (Roshan Mathews)	+91 9003224970

### 6.1 Location of First Aid Box

There is one First-Aid Box located in between the east and west wing.

### 6.2 SUPPORTING DOCUMENTATION

Geopolitical

Disaster Recovery Plan

## 7 Conduct

Compliance Checks to this process to be performed through various methods, including but not limited to reports, internal/external audits, Awareness training/assessments and feedback to the process owner. Non-compliance will be escalated to the Netradyne leadership team.

## 8 Exception

Exception to this procedure must be approved through the Netradyne Exception Process.

## 9 Terms/Acronyms

Term/Acronym	Definition
<b>Disaster</b>	An event that has brought great damage, loss or destruction to the business or threatens life safety. During a disaster, Netradyne is unable to provide services to our customers.
<b>Incident</b>	An event that has affected or has the potential of affective services to single or multiple customers.
<b>Crisis</b>	One or more incidents that causes an extended interruption of services for customers or an event that compromises Netradyne's ability to secure services to our customers.
<b>Threat</b>	A potential cause that may result in harm to an individual, system, or organization.
<b>Vulnerability</b>	A weakness or an asset or group of assets that can be exploited by a threat.

## 10 References

### 10.1 Templates

NA

### 10.2 Policies

NA

### 10.3 Process/Procedures

[NetradyneSecurityIncidentResponsePlan\\_v1.2.pdf](#)

### 10.4 Standards

NA

### 10.5 Miscellaneous

NA

## 11 Appendix A: Document RACI Matrix

Role/Activity	Document Owner/Functional Area Lead	Document Contributor	ND Leadership	Functional Area Team	InfoSec	All Member(s)	ND
Ensure document is kept current	A	R	I, C	R, C	C	I	
Ensure stakeholders are kept informed	A	R	-	R	C	-	
Ensure document contains all relevant information	A	R	I, C	R, C	C	I	
Ensure document adheres to document governance policy	A, R	R	I	R, C	R, C	I	
Provide SME advice	I, R	A, R	I	R, C	I, C	I	
Gathering and adding document contents	I	A, R	I, C	R, C	C	I	
Document Approval	A	R	I, R	I	I, R	I	

*Key*

<i>R</i>	Responsible
<i>A</i>	Accountable
<i>C</i>	Consulted
<i>I</i>	Informed