



E. I. D.-Parry (India) Limited
Business Continuity Policy

Adoption date and Effective Date : April 01, 2022



BUSINESS CONTINUITY POLICY

1. Preamble

At E.I.D.-Parry (India) Limited (“Company”, “EID Parry”), we believe that fulfilment of all the undertaken obligations in the event of an emergency is one of the key conditions for sustainable business development. The Company provides a wide range of Products to various categories of Consumers and other customers Therefore, within the framework of activities on supporting business continuity, it makes short-term plans to maintain/establish the required level of services to be provided in the event of an emergency. This Policy declares compliance with the best practices applied to protect organizations from business interruption, reduce the probability of its occurrence and create conditions for the recovery. The objective of business continuity Policy is to ensure development, implementation and revision of the business continuity system. The aim of business continuity Policy is to prevent, identify and eliminate the risks of business interruption, as well as to create conditions for business recovery if such interruption occurs.

2. Purpose:

This policy supports the Company” mandate for Business Continuity Management (BCM), a comprehensive program concerned with improving the resilience of the Company. The Company will take appropriate steps to detect, prevent, minimize, and manage the impact of disruptive events affecting its Business through BCM activities.

The BCM program has the following objectives:

- Improve the Company’s resilience against disruption of its ability to deliver key business objectives before a disruption occurs by “Plan-Do-Check-Act Model.
- Deliver proven capabilities to manage business disruption and protect value-creating activities, such as increasing market share; generating revenue; and protecting stakeholder interests, reputation, and brand image.
- Restore the ability to deliver key processes to an agreed level within an agreed time following a disruption.

3. Scope and Applicability:

This Policy applies to the whole of the Company including its unlisted subsidiaries, and to any outsourcing or joint venture entered into by the Company or its subsidiaries, as well as to all suppliers distributors, resellers, contractors, consultants, and other representatives acting on behalf of the Company.

Third parties, including service providers upon whom the Company is critically dependent for the provision of services, must be considered an essential part of business continuity planning, and appropriate contingency arrangements must be ensured by means of contractual agreements assuring business continuity of external parties in accordance with the Company’s standards.

4. Definitions:

Business Continuity Management (BCM): “A holistic management process that identifies potential threats to an organization and the impacts to business operations those threats, if realized, might cause, and which provides a framework for building organizational resilience with the capability of an effective response that safeguards the interests of its key stakeholders, reputation, brand and value-creating activities.”

“Plan-Do-Check-Act” model is used to implement the business continuity Plan as follows:

- Business Continuity Plan.
- Risk assessment: Identification, analysis and assessment of risk impact on Company’s business.
- Analysis of incident impact on business is the analysis and assessment of possible impact of incidents on Company’s business processes.

Business Continuity Plan (BCP): “Documented procedures that guide organizations to respond, recover, resume, and restore to a pre-defined level of operation following disruption.”

Disaster Recovery Plan (DRP): “A plan to restore IT application and infrastructure services following a disruption. The DRP is a component of the BCP.”

Crisis Management Plan (CMP): “A plan to manage a wide range of crises, from health and safety incidents to business disruptions and reputational damage. The CMP is a component of the BCP.”

5. Policy Statements:

- The Company will develop its ability to detect, prevent, minimize, and manage events that disrupt business activities, in accordance with applicable laws, regulations, and industry standards.
- The Company will ensure
 - Prevention, identification, and elimination of existing and future threats to Company’s business.
 - Proactive approach to minimize impact of incidents,
 - effective actions taken in the event of business interruption.
 - Minimization of the periods and consequences of downtimes during incidents.
 - Reduction of the recovery time.
 - Preservation of customer and supplier loyalty through demonstration of business sustainability verified by the business continuity system.

Business Impact Analysis and Threat Assessments

- A Business Impact Analysis (BIA) will be conducted at least annually for each Unit using approved BCM templates, when the Business Plan for the Financial Year is prepared by the Unit.
- A Threat Assessment will be completed at least every year for each unit.
- The BIA will be reviewed by the Key members from the BGMC (BCM Team) as finalised by the Managing Director. BCM Team and IT Management and validated to ensure alignment with the Long Term Strategy.

Business Continuity and Disaster Recovery Plans

- Each business unit will fully document its own Business Continuity Plan (BCP) using BCP template materials.
- Each business unit will review its BCP at least annually or when the BIA is reviewed, whichever comes first. Any changes or updates must be approved by that business unit's management team.
- Business units will test their plans every year.

Incident Escalation and Crisis Management

- The Company will establish a company-wide Core Crisis Management Team (CCMT) and Crisis Management Plan (CMP) that will operate from Corporate Office.
- Each unit will establish an Operational Crisis Management Team and CMP to identify, assess, and manage local crises.
- Each CMP will identify participants, communications methods, and primary and alternate command centers.
- The BCM Team will define the incident escalation process and will set trigger levels for invoking BCPs.
- The BCM Team will establish and define the Crisis Management Governance Structure and will have it approved by the Enterprise Risk Committee.
- All premises will have a formal building evacuation plan. The evacuation plan will be tested at predetermined intervals.
- Other plans (pandemic plans, facilities plans, etc.) will be created as appropriate by the respective business units.
- The HR Department will be responsible for the creation and maintenance of the Crisis Communications Plan. The Crisis Communications Plan will be activated as needed by the Crisis Management Team.

6. Roles and Responsibilities:

- The Board of Directors of the Company represented by the Risk Management Committee is responsible and accountable for the BCM program.
- The BGMC Members shall advise Executive Management and management team members on BCM.
- Executive Management (headed by the Managing Director Chief Executive Officer) is responsible for oversight of the COMPANY BCM program and will:
 - Implement strategies and policies approved by the BCM Team
 - Ensure roles and responsibilities for BCM are clearly defined within all business units

- Endorse and fund business continuity activities
- Ensure Company remains compliant with all applicable legal, regulatory, and industry-related BCM requirements
- Management, at all levels, must understand their tasks and responsibilities in the Business Continuity Plan. Employees responsible for business activities will establish the extent and nature of required business continuity measures and mitigations.
- Each Unit head will be responsible for the BCM Programme for its Unit The Unit head will:
 - Implement and communicate the BCM program
 - Report BC readiness to the BCM Team
- All Employees must understand their role and responsibilities in Business Continuity Management. Employees will observe, support, and incorporate procedure and process changes related to BCM as required.
- The MD shall ensure that the business continuity system is adequately managed in all divisions, efficient and continuously improved. Responsibility of every top manager and subdivision manager is to ensure that the business continuity system is complied with the best practices, implemented and properly functioning in the subordinated subdivisions. Every employee is obliged to ensure business continuity within the scope of his/her authorities and activities performed according to the job description.

7. Monitoring and Review:

- a) Monitoring and review of this policy will be done by the Managing Director. Due diligence will be undertaken at periodical intervals as and when required to identify and prevent any event will affect or risk the business continuity plan.
- b) The Managing Director is authorized to make modifications to this policy as and when deemed necessary and appropriate to ensure the ends of the policy being served.

8. Reporting and Remedy:

- a) Any questions or concerns on matters of Business Continuity Plan shall be reported to the Managing Director.
- b) EID Parry assures through this policy that any adverse effect resulting from or caused by the any event or situation which can affect the Business Continuity shall be appropriately and adequately remedied in a time-bound manner.