Business Continuity Policy

1) Why this Policy?

SQUATRIX is in the business of enabling companies with finding the right talent for their business requirements. This policy is prepared to ensure continuity in providing the services in case of any disruptions to he working.

In case a disaster strikes and interferes with SQUATRIX's ability to conduct its business from one of its offices, SQUATRIX needs to deal with this special situation. The idea is to minimize the impact on its own business and that of SQUATRIX's clients.

2) Guiding principles for this policy

This plan aims at recovery and business continuance from a serious disruption in the activities due to non-availability of SQUATRIX's facilities or people. Typical situations could be fire, flood or other man-made disasters such as extended interruptions in power supply, IT attacks and strikes.

This is to be used by the individuals responsible for coordination of activities for the recovery in their respective areas and/or departments / functions.

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3) Process

The plan follows a 4-step process: Identification of the disaster, Relocation, Recovery and Process Transition back to the base [details explained below]. Management Team of SQUATRIX monitors the process hands-on while the Emergency Response Team leads the implementation from the front.

a) Firstly, when a disaster is suspected to have struck, emergency communication goes to the Management team who in turn presses the Emergency Response Team to assess if it is a disaster and the recovery processes should be initiated. Management Team notifies all concerned stakeholders (employees, clients and anyone else considered a stakeholder) about the disaster.

b) Business Continuity Plan gets activated which involves the following:

1) Emergency Response Team (ERT) works on mitigating the threats and limiting the damage that threats can cause. For example, evacuation, roll-call, organizing medical help, communication to the kith and kin, cordoning off areas prohibited for access, disconnecting power supply to areas and equipment that need to be isolated, reinforcing or sealing the office building and the assets, arranging alternate sources of power, filing reports with local government bodies, seeking help from external experts etc.

2) ERT shortlists the critical business processes for recovery from a predetermined list of processes considering the time of the day and month of the occurrence

3) ERT identifies the resources to run those critical processes [Resources with matching skills are identified; depending upon the type of disaster, the resources who normally carry out the tasks could be organized to work from home or from other offices of SQUATRIX or client locations]

4) ERT chooses the locations where those chosen processes are run [SQUATRIX's business processes are digital and all its vital data such as employee data, payroll software, resumes, applicant tracking system, website and employee helpdesk are on cloud platforms. Hence, can be run from home remotely or any branch office of SQUATRIX or client locations]

5) Team managers start working with the team to reduce backlogs and attend to new requests coming in. They check if the team is able to access the vital records and the necessary applications.

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c) Next step is to make the transition back to business as usual to the original workplace and team. In the process, the Emergency Response Team and Management Team supervise the process of assessing the loss of hard copies, files, IT assets and other physical assets, as applicable. Steps have to be taken to reconstruct them in each case.

d) All along these steps, the Management Team reviews the relocation of the process, recovery and transition back to the original base.

Process related to IT assets:

SQUATRIX keeps its data and IT applications hosted on cloud platforms provided by global providers following the latest standards, business continuity practices will be as per the standards laid out by each of those providers. Threats to the hardware will be mitigated by use of internet on the phones or hotspots, connectivity at client locations or other offices of SQUATRIX, use of machines at client offices or other offices of SQUATRIX or personal laptops.

Process related to man-made disasters such as strikes by SQUATRIX deputees:

Conflicts of various kinds would escalate into a strike or interrupt work at the client place in spite of various preventive steps (on-boarding, training, regular employee communication) and affirmative action (listening to the complaints and acting on them) to solve the issues.

In such situations, ERT would assess ground level situation along with the client

and declare it a situation of a disaster. For business continuity, in discussion with the

client, ERT will do the following:

1) Speak to the concerned stakeholders to solve the issue and restore normalcy.

2) Intimate the local government authorities and seek help from them if required.

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   3)   Identify the critical processes and move some deputees from other sites to staff them.

   4) Use external experts as needed to dissolve the issue and restore normalcy in collaboration with the client.

   5) Work on alternates such as fresh hiring.

Management Team would closely monitor the situation and guide the implementation of the plan by ERT.

Emergency Response Team (ERT):

1.   Lopamudra Raiguru, Business Head

Management Team (MT):

1.   Vikas Bahinipati, Director

2.   Madhuchhanda Mahapatra, Director

Communication and Reinforcement:

MT is responsible for ensuring that the ERT are sufficiently aware of the plan's details. This may be accomplished in a number of ways including discussions, training and practice exercises.

List of business processes critical for business continuity:

1.   Employee database and Payroll

2.   Salary Payout to Deputees

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3. Disbursing Statutory payouts : PF, ESI, PT and TDS

4. Self-service portal for Deputees

5. Email and SMS helpdesk for Deputees

6. Cloud Telephony System for all incoming queries

7. Google Suite system – emails, collaborative office suite

8. Website

9. Job portals – internal as well as external

4) Policy Review

Management review is held each year to review adequacy, appropriateness and implementation of this policy. Management team draws upon further improvements, if any for the following year. These improvements will not only include this policy itself but also associated business processes, if any to attain the objective of this policy.