

## **Overlay Contagious Illness Continuity Plan**

ISG-RF0XX, Ver. 1.0



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**1. INTRODUCTION**

Contagious illness plan developed at Tech Mahindra considering the stages presented in the table below.

Stages	Description
One	No animal influenza virus circulating among animals has been reported to cause infection in humans.
Two	An animal influenza virus circulating in domesticated or wild animals is known to have caused infection in humans and is therefore considered a specific potential pandemic threat.
Three	An animal or human-animal influenza reassortant virus has caused sporadic cases or small clusters of disease in people but has not resulted in human-to-human transmission sufficient to sustain community-level outbreaks.
Four	Human-to-human transmission of an animal or human-animal influenza reassortant virus able to sustain community-level outbreaks has been verified.
<b>Pandemic</b>	
Five	The same identified virus has caused sustained community level outbreaks in two or more countries in one WHO region.
Six	In addition to the criteria defined in Phase 5, the same virus has caused sustained community level outbreaks in at least one other country in another WHO region.
Post-peak	Levels of pandemic influenza in most countries with adequate surveillance have dropped below peak levels.
Possible new wave	Level of pandemic influenza activity in most countries with adequate surveillance rising again.
<b>Seasonal influenza</b>	
Post-pandemic	Levels of influenza activity have returned to the levels seen for seasonal influenza in most countries with adequate surveillance.

**2. SCOPE**

The scope of the contagious illness plan includes all associates in Tech Mahindra.

All business functions and support groups are in scope for preparedness measures as well as medical support.

People's safety and medical wellness is the priority in our continuity and resilience program.

**3. ORGANIZATION WIDE – PREPAREDNESS**

The below table provides information around our preparedness measures in place to ensure high attention is paid to enable wellness across all associates, business processes and maintain high medical environment safety.

Sr	Activity	R	A	C	I
1	Notifications in the Location – Health and Wellness	Location HR head	Corporate HR	WHO, Local Government notifications	BU HR and Location Councils
2	Health and safety awareness campaign	Location HR head	Corporate HR	Awareness aids and Corporate Communications	All staff
3	Hand sanitizers	Location CS head	Regional CS head	Supply chain vendors	All staff
4	Cleaning procedures enhanced	Location CS head	Regional CS head	Recommendation guidelines	All staff
5	Government aided medical assistance provided	Location HR head	Corporate HR head	Local civic bodies	All staff
6	Tracking of absenteeism to assess business impact practiced by business units	Location HR head	Location HR	Project managers	Executive leadership, Council members
7	Customer communication	Project Manager	IBU Head	IBG head	Executive leadership, Council members
8	Vaccination camps at office premises organized	Location HR head	Corporate HR head	Supply chain licensed vendors	All staff in the regions
9	Global business continuity notifications	Global BCM	ISG	CISO	HR, Locations, Stakeholders

1. The business continuity team provides updates with input received from WHO Industry networks, as well as the Local civic authorities maintaining health and wellness in the cities, states within the country.
2. Location Human resources and location Corporate Services and associated external agencies owns the medical emergency as well as associate wellness programs to coordinate efforts across business units enabling supply chain agencies for distribution and dispensing health safety and wellness needs.
3. Standard event management protocol is practiced activating preparedness measures as well as medical precautionary actions at all locations.
4. Customer specific preparedness measures for associates aligned to contractual agreements are sponsored by respective business units and implemented.

**4. ASSOCIATE ABSENTEEISM RESPONSE THRESHOLD**

Threshold	Potential Business Impact	Recovery Strategies
10%	Estimated Minimal to No material business impact. Business units to assess additional actuals ..	Work from home, Business operations continue as normal. Support from onsite/offsite as required.
20%		
30%	Estimated Minimal to medium business impact. Business units to assess additional actuals ..	Work from home, Onsite / offsite teams and split functions continue support with extended shifts if required
40%	Estimated Medium impact for functions with split functionality High impact for functions in impacted regions as single sites. Business units to assess additional actuals ..	Work from home to maintain social distancing, health and safety, Onsite/ offsite recovery and alternate city strategy to maintain SLA
50%		
60%	Estimated Medium to High impact escalating to Significant progressively to business. Business units to assess additional actuals ..	Work from home (Remote computing) is the core strategy. Additionally associates in non-impacted countries continue to support business. Opportunity to move medically fit critical associates (with associates consent) to onsite non impacted regions for limited period to support business operations OR compensate on alternate shift, vendors or client insource of work for the impacted period, days.
70%		
80%		
90%		
100%		

**5. BUSINESS CONTINUITY MODELS**

The various business conduct and continuity models are as below.

1. Customer directed – conduct work and recover as directed by the customer representative.
2. Work from Office – conduct work and recover as per documented strategies for operations and recovery from alternate office / split team configurations or insource work back to the customer office
3. Work from Home / Remote working – this is a strategy which is configured for functions / business projects who are permitted to work from home / remote working.
4. Hybrid Model – this is the operational strategy where both work from home as well as work from office is a combination to conduct business and recover during crisis.
5. Most important to note is that the acceptable policy of the organization shall be followed both during normal business operations in the model chosen as well as in and during crisis.

A pictorial representation of the models is provided below.

**Contagious Illness – Recovery Model/s**

**Organization – HYBRID MODEL with variants aligned to Delivery partners, Service Lines, Support Functions, & Essential Services**

Multiple options can be chosen. It is important to remember that resilience is an outcome only when business is continuous. Multiple strategies enable continuous business and continuous profits. The Project Manager is accountable to establish the recovery model in consultation with the business head, customer representative, compliance rep, Global Business continuity team and support teams Corporate Services, Technical Infrastructure, Management, Human Resources, Resource Management team and Location Building managers for Hybrid model, Work from office and other models. Applicable Memorandum of Understanding (MoU) must be signed for new services / upgraded if already exists

Customer Direction	Work from Office	Work From Home / Remote working	HYBRID MODEL
<ol style="list-style-type: none"> <li>1. Engage with customers as applicable</li> <li>2. Check model for operation</li> <li>3. Agree model for day-to-day work</li> <li>4. Agree model for disruptive events</li> <li>5. Communicate to teams</li> <li>6. Test environments</li> <li>7. Engage and Educate</li> <li>8. Activate post TEST Result Review</li> <li>9. Audit and provide report</li> <li>10. ENS / POSTMAN / Event Checkpoint</li> </ol> <p style="font-size: 0.8em; margin-top: 5px;">Mechanized tests participation is essential for impact assessment, response &amp; recovery</p>	<ol style="list-style-type: none"> <li>1. Seek direction, approval from customers as applicable</li> <li>2. Agree model for disruptive events</li> <li>3. Communicate to teams</li> <li>4. Test environments</li> <li>5. Engage and Educate</li> <li>6. Activate post TEST Result Review</li> <li>7. Monitor operations and provide customer communication feedback</li> <li>8. Audit and provide report</li> <li>9. ENS / POSTMAN / Event Checkpoint</li> </ol> <p style="font-size: 0.8em; margin-top: 5px;">Mechanized tests participation is essential for impact assessment, response &amp; recovery</p>	<ol style="list-style-type: none"> <li>1. Seek direction, approval from customers as applicable</li> <li>2. Agree model for disruptive events and level of absenteeism acceptable for No Power, No connectivity, No people to transfer risks</li> <li>3. Communicate to teams</li> <li>4. Test environments</li> <li>5. Engage and Educate</li> <li>6. Activate post TEST Result Review</li> <li>7. Monitor operations and provide customer communication feedback</li> <li>8. Audit and provide report</li> <li>9. ENS / POSTMAN / Event Checkpoint</li> </ol> <p style="font-size: 0.8em; margin-top: 5px;">Mechanized tests participation is essential for impact assessment, response &amp; recovery</p>	<ol style="list-style-type: none"> <li>1. Seek direction, approval from customers for day of week / flexi as applicable</li> <li>2. Agree on model for disruptive events</li> <li>3. Agree model for day-to-day work</li> <li>4. Agree model for disruptive and events</li> <li>5. Communicate to teams</li> <li>6. Test environments</li> <li>7. Engage and Educate</li> <li>8. Activate post TEST Result Review</li> <li>9. Audit and provide report</li> <li>10. ENS / POSTMAN / Event Checkpoint</li> </ol> <p style="font-size: 0.8em; margin-top: 5px;">Mechanized tests participation is essential for impact assessment, response &amp; recovery</p>

A. Through these models are operative the underlying risk exposures of COVID-19 continues as none (WHO, Governments, CDC) have declared an ENDEMIC for Covid-19. Hence all Covid-19 protocols shall be applicable in Work from Office, Work from Home, Hybrid and Customer Directed Models. Acceptable usage policy is applicable. Covid-19 Associate / Vendor door Screening pre-entry, seating, contact tracing, fumigation, deep cleaning, social distancing rules apply for ODC, Evacuation of Buildings.

B. Risks identified for implementation of model shall be transferred to the customer / risk owner for necessary risk mitigation action plans to be documented and reported out in score cards – Customer, Internal, Business, Risk, Board of Directors as Risk Exposure and Transfer Information – Model of work as appropriate only. The assessment engagement is a collaborative effort to enable synergy for this risk assessment. Teams will engage end to end.

C. Ensure that continuity plans from Lighthouse are updated with current information, reviewed, signed up by the customer representative, compliance representative, business head and available with all vital records with signed Memorandum of Understanding (MOU) for Internal support services across support teams and external SLA with suppliers. Engage customers, partners for external dependencies containing Data Centers, Apps, Suppliers managed externally and other support as an external dependency

D. The above models can be adopted and aligned to as per direction of the respective business / function head.

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Microsoft Word Document

**6. PROJECT BCP ROLL UP**

Every LIGHTHOUSE plan paginated from the system has the overlay listed below embedded.

**1.1 NO BUILDING**

The below strategies will be activated as response plans. Support to enable is provided by the Technology Teams, Infrastructure Support team and the Corporate Services for Transportation, Facilities and Secondary Production Site Recovery Seats. Boarding and Lodging is availed as per requirements for associates in the recovery team.

Non-Pandemic Scenario	Pandemic Scenario
<ol style="list-style-type: none"> <li>1. People wellness checked VIA call tree</li> <li>2. Split teams offshore and onsite recovery</li> <li>3. Work from home would be additional strategy</li> <li>4. Moving people to alternate building within the city and alternate cities would be extended strategies</li> </ol>	<ol style="list-style-type: none"> <li>1. Associate wellness by people managers Calltree</li> <li>2. Split Teams</li> <li>3. Work from home</li> <li>4. Extend shift</li> </ol>

Hybrid Work Model – Office building not available	Hybrid work model – ability to work from home disrupted
<ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>2. Work from home would be an additional strategy.</li> <li>3. Respond to Mechanized Call Tree (<a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a>) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy</li> </ol>	<ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>2. Work from home would be an additional strategy.</li> <li>3. Enable Travel of people to nearest alternate office building within the city and alternate cities would be extended strategies</li> <li>4. Activate Split Teams support</li> <li>5. Activate Work from customer office / alternate reciprocal site as applicable.</li> <li>6. Extend shift, Alter shift</li> <li>7. Respond to Mechanized Call Tree (<a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a>) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy</li> </ol>

**1.2 NO CITY**

The below strategies will be activated as response plans. Support to enable is provided by the Technology Teams, Infrastructure Support team and the Corporate Services for Transportation, Facilities and Secondary Production Site Recovery Seats. Boarding and Lodging is availed as per requirements for associates in the recovery team.

Non-Pandemic Scenario	Pandemic Scenario
<ol style="list-style-type: none"> <li>1. People wellness checked VIA call tree</li> <li>2. Split teams offshore and onsite recovery</li> <li>3. Work from home would be additional strategy</li> <li>4. Moving people to alternate building within the city and alternate cities would be extended strategies</li> </ol>	<ol style="list-style-type: none"> <li>1. Associate wellness by people managers call tree</li> <li>2. Split Teams</li> <li>3. Work from home</li> <li>4. Extend shift</li> </ol>

Hybrid Work Model – Office/s in city not available	Hybrid work model – work At home only

<ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>2. Work from home is the recovery strategy. Continue to work from the office to the extent of occupancy for Lodging and Boarding facilities within office campus with associate, government, consent</li> <li>3. Respond to Mechanized Call Tree (<a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a>) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy</li> </ol>	<ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>4. Work from home is the recovery strategy. Continue to work from the office to the extent of occupancy for Lodging and Boarding facilities within office campus with associate, government, consent.</li> <li>2. Activate Split Teams support, Cross border recovery, Onsite recovery extensions.</li> <li>3. Extend shift, Alter shift</li> <li>4. Respond to Mechanized Call Tree (<a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a>) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy</li> </ol>
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**1.3 NO COUNTRY**

The below strategies will be activated as response plans. Support to enable is provided by the Technology Teams, Infrastructure Support team and the Corporate Services for Transportation, Facilities and Secondary Production Site Recovery Seats. Boarding and Lodging is availed as per requirements for associates in the recovery team.

Non-Pandemic Scenario	Pandemic Scenario
<ol style="list-style-type: none"> <li>1. Onsite / Offshore recovery</li> <li>2. Move people to Customer location offices or /and additional countries as applicable on business travel as per customer requests and sponsorship</li> <li>3. Split teams across operating countries of operations</li> </ol>	<ol style="list-style-type: none"> <li>1. Work from home as applicable</li> <li>2. Social distancing as applicable</li> <li>3. Split teams across operating countries of operations</li> </ol>

Hybrid Work Model – No Country offices available	Hybrid work model – only option is work from home
<ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>2. Continue to work from the office to the extent of occupancy for Lodging and Boarding facilities within office campus with associate, government, consent.</li> <li>3. Work from home as the recovery strategy.</li> <li>4. Respond to Mechanized Call Tree (<a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a>) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy</li> </ol>	<ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>2. Work from home is the recovery strategy.</li> <li>3. Activate Split Teams support, Extend shift</li> <li>4. Activate Cross border recovery, Customer Location recovery through in-sourcing work model and Onsite recovery</li> <li>5. Respond to Mechanized Call Tree (<a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a>) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy</li> </ol>

**1.4 NO TECHNOLOGY**

The below strategies will be activated as response plans. Support to enable is provided by the Technology Teams, Infrastructure Support team and the Corporate Services.



Non-Pandemic Scenario	Pandemic Scenario
<ol style="list-style-type: none"> <li>IT-DR recovery actions by the CIO and Technical infrastructure teams</li> <li>Supply chain engagement to restore services for IT infrastructure</li> <li>Utility service providers and Energy providing companies to restore services related to Power, Water supplies, Transportation and Facility management services</li> </ol>	<ol style="list-style-type: none"> <li>IT-DR recovery actions by the CIO and Technical infrastructure teams</li> <li>Supply chain engagement to restore services for IT infrastructure as a part of Essential Services</li> <li>Utility service providers and Energy providing companies to restore services related to Power, Water supplies, Transportation and associated services as a part of Permitted Pandemic Support Civic Essential services</li> </ol>

Hybrid Work Model – Infrastructure at office / customer / supplier end is impacted	Hybrid work model – infrastructure for work from home is impacted
<ol style="list-style-type: none"> <li>People wellness checked VIA ENS/Postman/Call tree.</li> <li>Track ETA from Technical Infrastructure management team with Direct and Indirect Suppliers.</li> <li>Establish work from home capability options for extend shift strategy or alternate shift strategy to cover up missed work and SLA</li> <li>Track ETA from customer organizations for Technology failure from customer end and with Direct and Indirect Suppliers.</li> <li>Respond to Mechanized Call Tree (<a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a>) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy</li> <li>Crisis communication to delivery and support teams who are impacted with suppliers managed by the function for service continuity</li> </ol>	<ol style="list-style-type: none"> <li>People wellness checked VIA ENS/Postman/Call tree.</li> <li>Track ETA from Technical Infrastructure management team with Direct and Indirect Suppliers.</li> <li>Track Residential suppliers for ETA and restoration of utility, power, internet connectivity and last mile disruptions as applicable.</li> <li>Track ETA from customer organizations for Technology failure from customer end and with Direct and Indirect Suppliers.</li> <li>Activate Work from office / alternate site as applicable.</li> <li>Respond to Mechanized Call Tree (<a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a>) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy</li> <li>Crisis communication to delivery and support teams who are impacted with suppliers managed by the function for service continuity</li> </ol>

**1.5 NO PEOPLE**

The below strategies will be activated as response plans. Data from the Reduced Resource Impact Analysis (RRIA) worksheet is referred to by each project in the account to meet minimum operating levels at absenteeism levels.

Non-Pandemic Scenario	Pandemic Scenario
<ol style="list-style-type: none"> <li>Refer RRIA template</li> </ol>	<ol style="list-style-type: none"> <li>Work from home as applicable</li> <li>Social distancing as applicable</li> </ol>

<ol style="list-style-type: none"> <li>2. Split teams across operating countries and cities support for the operations</li> <li>3. Work from home strategies activation</li> <li>4. Extend shift as required</li> <li>5. Onsite / Offshore recovery</li> </ol>	<ol style="list-style-type: none"> <li>3. Split teams across operating countries of operations</li> </ol>
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<p>Hybrid Work Model – mass absenteeism at workplace</p> <ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>2. Activate RRIA (Reduced Resource Impact Analysis strategies documented with reference to Vital records in Lighthouse plan.</li> <li>3. Respond to Mechanized Call Tree (<a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a>) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy</li> </ol>	<p>Hybrid work model – mass absenteeism due to medical reasons or any other social causes – protests, unrest , pin code movement restrictions / zip restrictions</p> <ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>2. Work from home as applicable to enable Alternate Shift / Extend Shift strategies.</li> <li>3. Split teams across operating countries of operations</li> <li>4. Respond to Mechanized Call Tree (<a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a>) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy</li> </ol>
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**7. CRISIS COMMUNICATION**

A representation of the crisis communication exhibit is provided below. Human resources relays communication to associates. Internal communication team supports the human resource team. The Media spokesperson/s engage for external communication. Marketing teams engage for customer communication with respective business units. Operational bespoke notifications are shared by respective teams' corporate services, technical infrastructure management team, CIO, Global business continuity team and Incident management teams.



**Crisis Communication**

CISO -> Global Business Continuity & Ally's -> Global Corporate Comms, Internal Comms, Customer Services





**CISO**

- Management Council Updates
- Leadership Council Updates
- Board Update



**Global Business Continuity & First Assessment Teams**

- Bespoke notifications
- Location Council engagement
- Situation update
- Travel Security
- Climate Change updates



**Global Corporate Communication & Media Spokesperson/s**

- External Media engagements
- Social Media
- Press Conferences
- Media Newsroom updates



**Internal Communication**

- HR / Internal Communication / Location Council communicate to Associates
- Internal Service Groups provide updates for service support & delivery



**Customer Important Services**

- IBU / Project managers, Delivery partners communicate with customers
- People managers with team members



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## 8. COMMUNICATION TO ASSOCIATES

The mediums of communicating to associates is through people managers, mass communication VIA email and utilization of in-house toolkits as and when required. Conventional call tree is utilized by project managers and BHR as and when required.

### 8.1.1 Associate communication plan

Associate communication plan includes the below steps.

1. Human resource owns the associate communication
2. Calltree is the medium through which business continuity wellness as well as availability is tracked. This process is hybrid – conventional call tree as well as mechanized call tree
3. Conventional Calltree is for cases where the associate has not responded to the mechanized Calltree within the 24 hour window
4. People managers, business HR and corporate HR engage to track associate wellness, safety and availability
5. The mechanized Calltree is a utility in LIGHTHOUSE viz (ENS / POSTMAN) which is deployed to test as well as send out the Calltree alert to associates. Associates who have opted for DND (Do not disturb) due to inability to respond associated to security restrictions are accounted. Such associates confirm their wellness, availability to their managers / BHR respectively.
6. Internal Communications teams and Location Councils communicate to associates through approved communication mailers provided by Human Resources.

### 8.1.2 Call tree & Mass communication

Calltree is the process through which crisis communication across locations, buildings, and associate groups are executed. As a conventional process this is a manager to associate activity. The Global business continuity team has embedded an in-house toolkit (ENS and POSTMAN) to enable this process in a mechanized manner integrating MSFORMS for collecting acknowledgments of wellness and availability.

A pictorial view of the CONSOLE is below for easy reference. Awareness around this process is hosted on the ISG – BCM website link (<https://isg.techmahindra.com/Bcp-Call-Tree.aspx>).

The exhibit below is the Calltree toolkit (ENS) which has capabilities to distribute alerts for safety, wellness and availability to associates across buildings, customer groups, projects.

**Call Tree Two Way Test Utility**

[Call Tree Master Report](#) [DND Upload](#) [Response Upload](#)

**Briefing:**  
 Call tree enables the project manager to reach out to the project team members to seek acknowledgement of safety, wellness and availability of the team members for delivery and recovery of business services.  
 This system enables the project manager to conduct the 2 way call tree test.

Building Location ID  
  Customer Group  
  Project  
  Custom  
  Mail Custom  
  Project Custom  
  Project Managers

Test Parameter	Business Input	Help Aid
2 Way Survey URL:	<input type="text"/>	Provide the Survey URL here. If you do not have a linked Survey – the same can be left blank
Mail Custom Text:	<input type="radio"/> Standard <input type="radio"/> Custom <input type="radio"/> Standard + Custom	Please Select Option for standard text
From Mail ID:	<input type="text"/>	If you want the sender email id to be specific please enter the same here. If no email id is mentioned the Sending email id will be the People Manager Email id
Copy Manager:	--Select--	Please Select Yes or No to Copy Manager in CC
Email Signature:	<input type="text"/>	Please enter the Signature in the email body
Select Grade:	None selected	Select the Grades to be notified – Select All for everyone across grades to be selected for the mass communication message

The exhibit below is the Mass communication toolkit (POSTMAN) which has capabilities to distribute & follow up with messages to associates across buildings, customer groups, projects.

**PostMan Utility**

[Postman Master Report](#) [DND Upload](#)

**Briefing:**  
 Mass Communication toolkit enables the project manager to provide two way communication and seek acknowledgement from associates for important notifications during business important services recovery and operational activities.  
 This utility enables the Business Continuity Rep, Project Manager who is granted access to this toolkit powered by Lighthouse.

Building Location ID  
  Customer Group  
  Project  
  Custom  
  Mail Custom  
  Project Managers

Test Parameter	Business Input	Help Aid
Subject Of the Email:	<input type="text"/>	Provide the Subject Text as will appear in the Email
From Mail ID:	<input type="text"/>	If you want the sender email id to be specific please enter the same here. If no email id is mentioned the Sending email id will be the People Manager Email id
Copy Manager:	--Select--	Please Select Yes or No to Copy Manager in CC
2 Way Survey URL:	<input type="text"/>	Provide the Survey URL here. If you do not have a linked Survey – the same can be left blank
Mail Text:	<input type="text"/>	Please enter the Text in the email body
Email Signature:	<input type="text"/>	Please enter the Signature in the email body
Select Grade:	None selected	Select the Grades to be notified – Select All for everyone across grades to be selected for the mass communication message

Dispatch Mass Comm Report
Submit

### 8.1.3 Limitations of Mechanized Tools and Progressive mitigation proposals

Normal Email	ENS	POSTMAN	What is the input for ENS / POSTMAN from LIGHTHOUSE used for mechanized Call tree and testing	Limitations for ENS / POSTMAN from LIGHTHOUSE – used for mechanized Call tree and testing	Mitigation action to improve responsiveness
All Staff – standard (Conventional mode)	Which option of distribution	Which option of distribution	Distribution to	Associates who have limitations to read @techmahindra.com emails cannot access and respond	Look in if whitelisting of the sending email id and the MSFORM can be engaged with the Customer <b>only if agreed and signed off by Customer reps</b>
Internal Comms / Location Councils / Service partners CS, TIM and everyone					
Customer / Sales note – Global Corporate Comms / Marketi	One way or Two Way	One way or Two Way	Custom employee ids if any	DND registered – will not receive the email	DND approval process to be enhanced for routing through BHR - Agree on

Normal Email	ENS	POSTMAN	What is the input for ENS / POSTMAN from LIGHTHOUSE used for mechanized Call tree and testing	Limitations for ENS / POSTMAN from LIGHTHOUSE – used for mechanized Call tree and testing	Mitigation action to improve responsiveness
ng to provide a template to the groups					this action to institutionalize
	For Two way – any survey question OR standard question of Calltree	For Two way – any survey question OR standard question of Calltree		NO SMS only on email to TechM id	SMS is one way may not help: 2 Way SMS point tool investment \$XXXXXX approx. & annual charges

Normal Email	ENS	POSTMAN	What is the input for ENS / POSTMAN from LIGHTHOUSE used for mechanized Call tree and testing	Limitations for ENS / POSTMAN from LIGHTHOUSE – used for mechanized Call tree and testing	Mitigation action to improve responsiveness
	Text for body of email	Text for body of email		Associate responses who have not acknowledged will need to be tracked by BHR / HR in case of 2 way acknowledgment essential	HR can have a community page on SPARK. ENS and POSTMAN will be tested for SPARK community URL to be posted to associates. Acknowledgement data HR will be custodian. Only Dispatch results will be shared from ENS / POSTMAN. In ISO and every other audit ENS acknowledged

Normal Email	ENS	POSTMAN	What is the input for ENS / POSTMAN from LIGHTHOUSE used for mechanized Call tree and testing	Limitations for ENS / POSTMAN from LIGHTHOUSE – used for mechanized Call tree and testing	Mitigation action to improve responsiveness
					gement area / metric will be shared by respective BHR as associate safety, availability input record - Agree to institutionalize and save COST
	No pictures in email	No pictures in email		No pictures – pure TEXT ONLY	Enhancement progressive to include picture mode also - 2 Quarters for production as and



Normal Email	ENS	POSTMAN	What is the input for ENS / POSTMAN from LIGHTHOUSE used for mechanized Call tree and testing	Limitations for ENS / POSTMAN from LIGHTHOUSE – used for mechanized Call tree and testing	Mitigation action to improve responsiveness
					when we initiate
	Sending email id :calltree@techmahindra.com	Sending email id :calltree@techmahindra.com			Will train BHR teams to use ENS / POSTMAN so that dispatch can be done from BHR email id or Calltree. Agree for engagement and identification of BHR's to be ENS/POSTMAN Reps for Crisis Comms on demand. We will

Normal Email	ENS	POSTMAN	What is the input for ENS / POSTMAN from LIGHTHOUSE used for mechanized Call tree and testing	Limitations for ENS / POSTMAN from LIGHTHOUSE – used for mechanized Call tree and testing	Mitigation action to improve responsiveness
					also extend to CS for Facilities one way comms in mechanized mode - Agree and Reps identify

**9. DOCUMENTATION REFERENCES**

**9.1.1 Governing References**

The associated documents which enable crisis management activities across locations to establish governance at locations for the organization are listed below as a reference.

Sr. No	Document ID	Document Name
1	MCOM-PR012	Crisis Management of MARCOM – Org Crisis communication strategy
2	ISG-PO004	Acceptable Usage Policy
3	ISG-PO003	Information Security Incident Management Policy
4	GOV-PO010	Health Safety and Environment Policy
5	HR-PO732	Group Term Life Insurance Policy

Sr. No	Document ID	Document Name
6	HR-PO918	Bereavement Support Policy
Ownership of Documents		Marketing, Global Corporate Communications, ISG, HR, Corporate Sustainability
Hosted on		Business Management System

### 9.1.2 Business Continuity Management System

The business continuity management system is aligned to the ISO22301:2019 standard. This management system is a body of institutionalized processes governed across the organization.

These consist of the Business Continuity Policy, Framework, Testing Guidelines, Crisis Management Framework, Non-IT events disaster action plan and the IT Events Disaster action plan at the organization level. These are aligned to the requirements of the ISO22301:2019 standard.

Sr. No	Document ID	Document Name
1	ISG-PO002	Business Continuity Management Policy
2	ISG-PR002	Business Continuity Management Framework
3	ISG-PR006	IT Disaster Recovery Action Plan
4	ISG-PR07	Non-IT Disaster Recovery Action Plan
5	ISG-PR025	Tech Mahindra Crisis Management Framework
6	ISG-GL029	BCM Testing and Exercising Guidelines
Ownership of Documents		ISG- Business Continuity Management Unit
Hosted on		Business Management System

### 9.1.3 Facilities, Infrastructure & Fire Safety

The safety and facilities management with respect to continuity of business and environmental safety (Climate Change environmental aspects with respect to Air Quality, HVAC including office space allocation and general facilities management) is supported by the Corporate Services across Tech Mahindra Locations. These services are provided by internal as well as service engagements through third party suppliers for service. These services follow standard operating procedures as well as the supplier risk management framework across the organization. Listed are important documents. Guidelines and templates references are available in the Business Management System (BMS) the repository of policy, guideline, procedure documentation across the organization.

Sr. No	Document ID	Document Name
1	CS-PR012	Contingency Plan
2	CS-PR016	Operations and maintenance of DG
3	CS-PR009	Air Conditioning Operations Procedure
4	CS-PR011	Breakdown Maintenance Procedure
5	CS-PR017	Operations of UPS
6	CS-PR015	Preventive Maintenance Procedure
7	CS-PO001	Pest Control Procedure
8	CS-PR018	Vendor Evaluation for AMC
9	CS-FM000	Corporate Services Function Manual
10	CS-PR064	Space Management Procedure
11	CS-PR028	Physical Security Procedure
12	CS-GL002	Fire Evacuation Guidelines
13	CS-PR040	Planning and Design Stage Procedure – Infrastructure

Sr. No	Document ID	Document Name
14	CS-PR042	Infrastructure Project Management Procedure
15	CS-PR068	Process for Development New Infrastructure
16	CS-PR004	Food & Beverage Operations Procedure
17	CS-PO001	Policy for Operating E&M during COVID-19
18	CS-GL029	Guidelines for Cafeteria Operations During COVID-19
19	CS-GL030	Guidelines for Guest House Operations During COVID-19
20	CS-GL031	Guidelines for Housekeeping Operations During COVID-19
21	CS-GL032	Guidelines for Security Operations During COVID-19
22	CS-GL033	Guidelines for Transport Operations During COVID-19
23	CS-GL034	Guidelines for E&M Operations During COVID-19

Ownership of Documents	Corporate Services
Hosted on	Business Management System

#### 9.1.4 CIO - Technical Infrastructure Management – Service Continuity

The Technical Infrastructure Management service continuity procedures and associated templates enable the ICT/DR activities to be integrated. Business Continuity Plan owners who have direct or indirect dependencies on ICT/DR support services integrate their respective ICT/Systems recovery requirements and assessments through these forms and set procedures.

Sr. No	Document ID	Document Name
1	TIM-PR014	IT Service Continuity Management Procedure
2	TIM-PR032	Procedure for Severe Incident Management
3	TIM-FR002	Project Authorization Form
4	TIM-FR011	Risk assessment of individual asset template
5	TIM-FR014	Service Stoppage Template
6	TIM-FR020	Project stoppage recovery-IT assets for TIM MOU
7	TIM-FR021	Service stoppage recovery-TIM /CS /CIO
8	TIM-TP021	TIM DR Activity Request Template

Ownership of Documents	CIO - Technical Infrastructure Management Group
Hosted on	Business Management System

#### 9.1.5 Backup management system

The data backup and restoration management system is governed by the documentation stated below. Requirements of data backup and restoration management are provided by users. It is the responsibility of the respective data owner to engage with the Technical Infrastructure management team for backup schedules, backup failure and corrections, backup / restoration testing. The capability to test data recovery and ability to meet the recovery time objective and recovery point objective is the responsibility of the application owner, system owner and/or the respective accountable individual in the delivery, support, services groups as per internal organizational hierarchy.

Sr. No	Document ID	Document Name
1	TIM-PR004	Backup and Restore Procedure
2	TIM-FR002	Project Authorization Form
3	TIM-FR007	Backup Schedule

Sr. No	Document ID	Document Name
4	TIM-FR008	Backup Status Chart
5	TIM-FR009	Tape movement register
6	TIM-W009	Work instructions for Backup Tape movement
7	TIM-W007	Work instructions for Data Management on File Servers
8	TIM-TP001	TIM Data Declaration Template

Ownership of Documents	CIO - Technical Infrastructure Management Group
Hosted on	Business Management System

### 9.1.6 Change management & release management

The change management and release management for IT infrastructure includes the processes for change management, checklists for device de-commissioning and release management procedures.

Sr. No	Document ID	Document Name
1	TIM-PR003	TIM Change Management Procedure,
2	TIM-CL010	Checklist for Device De-commissioning
3	TIM-PR007	TIM Release Management Procedure,

Ownership of Documents	CIO - Technical Infrastructure Management Group
Hosted on	Business Management System

### 9.1.7 Data Center DESIGN, Capacity & Availability management

The data center design, capacity management and availability management procedures to create, monitor and maintain as well as ensure availability of ICT/systems various policies, procedures and templates enable this process.

Sr. No	Document ID	Document Name
1	TIM-PO005	Data Center Design Policy
2	TIM-PR035	Data Center Standard Operating Procedure
3	TIM-PR010	TIM Capacity Management Procedure
4	TIM-TP019	Capacity Management Plan Template
5	TIM-PR036	TIM Availability Management Procedure

Ownership of Documents	CIO - Technical Infrastructure Management Group
Hosted on	Business Management System

### 9.1.8 Business Continuity Information References

Sr. No	Document ID	Document Name
1	ISG Website	<a href="https://isg.techmahindra.com/">https://isg.techmahindra.com/</a>
2	Direct BCM Website	<a href="https://isg.techmahindra.com/Bcp.aspx">https://isg.techmahindra.com/Bcp.aspx</a>

**10. DOCUMENT HISTORY**

Version	Date	Author (function)	Reviewed by	Approved by	Nature of changes
Issue 1.0	20 Aug 2020	Global Business Continuity	Global Business Continuity Team	Harsha Sastry	Integrated First issue for ISO27001:2022 as a Bridge Interconnect for ICT/DR & Business Continuity A.5.30
Issue 1.1	20 Aug 2021	Global Business Continuity	Global Business Continuity Team	Harsha Sastry	Integrated Second copy
Issue 1.2	20 Aug 2022	Global Business Continuity	Global Business Continuity Team	Harsha Sastry	Integrated Third copy
Issue 1.3	20 Aug 2023	Global Business Continuity	Global Business Continuity Team	Harsha Sastry	Integrated Forth copy
Issue 1.4	12 <sup>th</sup> Dec 2024	Jayesh	Shivani	Harsha Sastry	Copy updated with BMS template and aligned mechanized processes. for People Safety,