

BUSINESS CONTINUITY POLICY

GEM Enviro Management Ltd.

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Document Name	Business Continuity Policy
Organization	GEM Enviro Management Ltd.
Last Updated on	1 st Dec, 2023
Version approved by	Mr. Sachin Sharma
Effective Date	1 st April, 2022

1. Introduction

GEM Enviro Management Ltd. (hereinafter called ‘Gem’ or ‘company’) aspires to be a leader in the waste management and advisory space in an economical, efficient, and environment-friendly manner.

GEM, like any business entity, is exposed to potential risks that could disrupt critical business operations. In the event of such an incident, GEM is committed to ensuring the safety and security of all concerned (employees and associates); and to continuing business operations and delivery of services at accepted pre-defined levels.

2. Purpose and Scope

The purpose of the ‘Business Continuity Policy’ is to ensure that all Company business activities, as far as possible, can be kept at normal or near-normal performance following an incident that has the potential to disrupt or severely impact the operations, including safety of our stakeholders such as employees and visitors. It does not address specific disaster events but it is written for a generic incident/situation.

3. ISO 22301:2019

GEM endeavors to operate its business continuity based on the principles laid down in ISO 22301:2019. ISO 22301 and the related standards. GEM structures its organization and business processes as per these standards with a view to achieve the following –

- i. Identify and manage current and future threats to an organizations business
- ii. Take a proactive approach to minimizing the impact of incidents
- iii. Keep critical functions up and running during times of crises.
- iv. Minimize downtime during incidents and improve recovery time.
- v. Demonstrate resilience of our operations to customers and vendors.

4. Policy

GEM ensures an effective ‘Business Continuity’ system by the following:

- a. Identification of risks** – Identifying, assessing and mitigating internal and external risks, current and future risks that could disrupt our critical operations.

- b. Proactive business continuity measures** have been taken (as detailed in Annexure 1) for all the business units to minimize impact of incidents in alignment with ‘National Disaster Management Authority (NDMA)’s guidelines for disaster management.
- c. Resource planning:** Adequate resources have been allocated for the critical functions and activities of the business so that they are up and running in times of a crisis, or recovery time can be improved for the same.
- d. Meeting stakeholders’ expectations** for business continuity by working proactively on internal systems and capabilities thus demonstrating and assuring resilience to our key stakeholders like customers and suppliers.
- e. Compliance-** Complying with all relevant laws, regulations, standards, and statutory requirements applicable to its operation.
- f. Continuous learning and improvement** for strengthening ‘Business Continuity Policy’.
- g. Communication** - Communicating the policy, training key stakeholders, and testing the readiness of the organization by conducting mock drills and internal audits.

5. Policy Review

This policy shall be reviewed at periodic intervals so that the policy remains compliant with the changing business dynamics, legal and statutory requirements.

6. Disclosures

The updated policy shall be continuously hosted on the website of the Company.

7. Reference to Other Policies

Relevant sections of GEM’s following policies shall also be applicable, as required;

- i) Policy for preservation of Documents
- ii) Risk Management Policy

Annexure 1

Business continuity measures

- i. Fire Safety** – Fire extinguishers with their locations marked prominently by signages have been made available in easily accessible locations in the building complex. Fire alarms are installed at strategic places to facilitate quick evacuation in case of a fire emergency.
- ii. Natural disasters like earthquake and floods** – Toughened glass windows protect the office from hurricanes or other major storms. The office building is elevated at a height and all offices are situated at the first floor onwards, hence they stand protected from floods too. Periodic drills are conducted to educate employees about ‘to do’ items in case of ‘Earthquake’.
- iii. Cyber-attacks** – All computer systems are password-protected along with an anti-virus system in place. Further, company has just implemented a robust CRM system (Salesforce) which will help in seamless workflow systems protected from any major cyber threats.
- iv. Business failure** – GEM operates in the fast-growing sector of waste management of all kinds. Company explores the emerging areas in the waste management and ESG sector and introduces new offering/services for its existing and potential clients. This mitigates against the risk of overexposure to any segment/offering/client in the waste management space.
- v. Interruption to utility supply** – The office building complex has 100% power backup to support in case of power outages.
- vi. Epidemic** – The nature of the epidemic would decide the protective measures to be taken to tackle it. Government guidelines would be strictly adhered to. Personal initiatives in the affected localities would be taken by the resident employees as prescribed by the local/central authorities. GEM would extend all its help to its employees, vendors to adhere to the guidelines of the respective Government authorities.

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