

Business Continuity/Disaster Recovery Plan

S T A T U S: INTERNAL DRAFT!!

Process Description for Approval

Process description checked and approved by

Name	Designation (if applicable)	Date	Approved
Vinod Dargi			
Navnath Shelke			

Formatted: Left

Table of Contents

No.	Name	Page
1	Purpose	1
2	Field of Application	1
3	Responsibility	1
4	Procedure	1

1 Purpose

To establish a contingency plan in the event of interruption to the warehouse operations at the Transport and maintain product flow of our client's critical goods.

- To ensure, that maximum possible service levels are maintained.
- To ensure, that we recover from interruptions as quickly as possible.
- To minimize the likelihood and impact of interruptions.

2 Field of Application

This procedure applies to JSL Global warehouse Transport and Transportation at Doha, Qatar

3 Responsibility

It is the responsibility of management, employees, as well as clients and vendors to fully cooperate during the business interruption in order to ensure maximum utmost service level and uninterrupted service at the warehouse Transport and during transportation.

The responsibility for the review of the BCP/DRP lies with Quality Representative and Warehouse In-charge/Transport In-Charge Owner of the document.

4 Procedure

CREATED BY: Navnath Shelke	OWNED/ APPROVED BY: Debajit	DATE
Printed:		Page 1 / 9

Business Continuity/Disaster Recovery Plan

4.1 Definitions

4.1.1	Client	Customer Based out of Doha, Qatar
4.1.2	JSLERT	JSL Emergency Response Team trained in first aid, how to extinguish a fire, evacuate employees in an emergency and communicate with professional help organizations.
4.1.3	JSLCRT	JSL Contingency Response Team made up of JSL staff and relevant Qatar functional managers (for example IT, HR, Admin).
4.1.4	Business Interruption	As it pertains to the warehouse operations and transportation, it is a disruption to the flow of Client goods to and from warehouse.
4.1.5	Client BRP	The detailed Business Recovery Plan of the client
4.1.6	Business Recovery Location	An alternate Transport Vehicle where the operation will relocate and continue running the day to day business in the event of business interruption.
4.1.7	Severity Levels	Classifies an interruption into one of three categories (severity A, B or C) Based on the expected duration of the interruption.
	<u>Severity Level A</u>	Continuous interruption greater than 12 hrs in duration. (refer to attachment 1.1)
	<u>Severity Level B</u>	Continuous interruption more than 6 hrs to less than 12 hrs in duration. (Refer to attachment 1.2).
	<u>Severity Level C</u>	Less than 6 hrs in duration and typically can be corrected by means of a "Transport recovery". (refer to attachment 1.3)
4.1.8	TBD	JSL IT Disaster Readiness Plan
4.1.9	Overtime Approval	Process flow for approving the overtime hours in warehouse at Doha, Qatar, India
4.1.10	Communication Matrix	JSL communication matrix
4.1.11	Emergency contact Matrix	Emergency Contact Matrix in case of an fire or power failure or Vehicle Breakdown

4.1.1

Listing of Customer Personnel, who should be contacted first in case business interruption
Key Client Personnel (in order of succession)

<i>Name</i>	<i>Role / Position</i>	<i>Contact 1</i>
	Customer Service Manager	
	Busniess Improvement Manager	
	Sr. Customer Service Officer	

CREATED BY: Navnath Shelke	OWNED/ APPROVED BY: Debajit	DATE
Printed:		Page 2 / 9

Business Continuity/Disaster Recovery Plan

4.1.2

- a. JSL is the first response team trained in first aid, how to extinguish a fire, evacuate employees in an emergency and communicate with professional help organizations. JSLERT will notify the Customer delegate when necessary.

JSL ERT – Emergency Response Team (in order of succession)

Name	Role / Position	Contact 1
Mr. Vinod Dargi	Transport In-charge	+974 50579328
Mr. Reayad	Supervisor	+974 50733825
Mr. Navnath	Facility In-charge	+91 9325668762
Ms. Aireen	Human Power	+974 50027844

4.1.3

- a) The Customer delegate, will activate the JSL CRT.
- b) JSL CRT is responsible to develop various and probable contingency scenarios. JSL CRT will review the plan at a minimum of once per year.
- c) JSL CRT is responsible to develop and when necessary execute the customer BRP. The JSL CRT has full authority over all key resources needed in a crisis situation. Depending on the circumstances some or all team members will be actively engaged in addressing the crisis as outlined in the BRP. JSL CRT is also responsible to notify the CORP-Contingency Response Team where necessary and/or to act in concert with the CORP team on Business Recovery Plan that may be beyond the customer recovery capability.

JSLCRT – Contingency Response Team (in order of succession)

Name	Designation	Contact 1
Mr. Debajit Ganguly	Deputy General Manager	+ 91 9921401664
Mr. Nishith Kothari	General Manager	+974 5559 5469
Mr. Jigar Shah	Director	+ 974 55852930

4.1.5 Business Recovery Procedures and Plan

- a. The steps in 4.1.1 through 4.1.8 are the basic steps taken in response to an emergency or disaster at the Client transport vehicle which may require the invocation of the Contingency Response team(s) and related Business Recovery Plan(s):
 - i) **Occurrence.** An emergency situation or disaster occurs.
 - ii) **Response.** The emergency response or disaster activities are set in motion and governed by the applicable specs and procedures.
 - iii) **Assessment.** The nature and extent of damage and impact to the business is evaluated by the JSL ERT and reported to the Client.

CREATED BY: Navnath Shelke	OWNED/ APPROVED BY: Debajit	DATE
Printed:		Page 3 / 9

Business Continuity/Disaster Recovery Plan

- iv) **Decision To Initiate and Convene.** The Transport Manager, having evaluated the Emergency situation determines if the Client operation can and should recover through the use of resources within its control. If this is the case, a "Recovery" is initiated. If in the judgment of the Transport Manager the conditions are likely to result in a prolonged business interruption of product flow he may elect to initiate a Business Recovery. If this is done, the JSL CRT is activated. The members will assemble and based on the assessment will respond according to steps as in 4.1.1, 4.1.2 and 4.1.3.
- v) **Notification and convene..** The Transport Manager notifies the appropriate departments / teams including but not limited to IT, HR, Security, Finance, and advises of the conditions at Customer vehicle.
- vi) Members outlined under 4.1.1, 4.1.2 and 4.1.3 will assemble as required and will be responsible for their actions.
- vii) **Execute Business Recovery Plans.** JSL CRT responds to the emergency or disaster according to the detailed responsibilities and instructions outlined in the JSL BRP.
- viii) **Execute Plan.** The Plan is executed and monitored by the CRT's.

Formatted: Bullets and Numbering

Formatted: Bullets and Numbering

Disaster Scenarios

ITEM	DISASTER SCENARIOS	RESPONSIBLE	AFFECTED AREAS	CONTINGENCY PLAN
1.	Power Supply	Facilities Delegate	Transport Vehicle TMS Operation Server Room	Call in Off-Transport Diesel Generator Set Generate operation document from other JSL offices ,then fax/email to Client UPS (uninterrupted Power Supply)
2.	Transport Vehicle accident/Breakdown	Transport Incharge	Determined by location of damage.	Contact Driver to ensure necessary measures are called in to fix effected material or vehicle
3.	Fire	JSL ERT	Determined by the location and extent of the damage.	JSL ERT manages the situation report to Insurance and all statutory bodies and customer
4.	Water damage / flooding	Transport In charge	Determined by the location and extent of the damage	Position all products off the ground or away from effected area.
5.	No Access to Building	Transport In charge	All	Re-locate operation to Business Recovery location.
6.	I.T. Disaster	IT	No Lease line/ Problem with V SAT Determined by problem being experienced.	Use Web Connection (wireless connection) Follow normal business procedures for IT service and support.
7.	Labor Shortage	Transport In charge	Dependent upon area experiencing labor shortage.	* Assign overtime * Hiring personnel's from nearby warehouses and assign for the job on temporary bases

CREATED BY: Navnath Shelke	OWNED/ APPROVED BY: Debjit	DATE
Printed:		Page 4 / 9

Business Continuity/Disaster Recovery Plan

8.	Industrial Action	Transport In charge	Import and /or export	Re-route/re-direct shipments as required.
9.	Airport Closures	Transport In charge	Export	Re-route/re-direct shipments as required.
10.	Cooling Failure	Transport In charge	Determined by the location and extent of the damage	Arranges alternative vehicle/labor on immediate basis

Role and Responsibilities

Management Roles and Responsibilities ORAGADAM Business / Disaster Recovery	Shutdown	Assessment of Damages	Resume Operations	Fatality Notification	Local Govt Notification	Cost Impact Analysis	External Communications	Internal Communications	Material Procurement for Recovery	Transportation of Materials	Transportation of Personnel	Secure location and product
Operation Incharge – Client	X	X	X	X			X	X	X		X	
CORP CRT	X		X					X				
Operations Incharge		X	X		X			X		X		
Human Resources		X		X	X		X	X				
Finance						X		X				
Security Services (or delegate)			X		X			X	X			X
IT Services		X	X					X	X	X		
Facilities (or delegate)		X	X					X	X	X		
QSHE & Security	X	X	X	X	X	X	X	X	X	X	X	X

4.1.6 Business Recovery Location

An alternate location where the temporary business could be shifting to ensure uninterrupted business.

SI.No	Alternate Location/ Transport	Activity	Responsibility
01	JSL Global QFZ LLC Plot number LG 22-23, Unit 02 and 03 , Umm Al Houf Free Zone	Warehousing & Distribution	Debajit Ganguly

CREATED BY: Navnath Shelke	OWNED/ APPROVED BY: Debajit	DATE
Printed:		Page 5 / 9

Business Continuity/Disaster Recovery Plan

4.1.7 Severity Level

All the possible interruptions have to be classified into one of three categories (severity A, B or C) Based on the expected duration of the interruption.

CONTINGENCY PLAN

Severity Level A

More than 12 hours in duration

ITEM	DISASTER SCENARIOS	RESPONSIBLE	AFFECTED AREAS	CONTINGENCY PLAN
1.	Power supply	Facility delegates	All	Call in diesel generator, Keep Alternative vehicle ready
2.	Transport Vehicle Accident	Transport Incharge	Determined by location of damage	Contact Driver to ensure necessary measures are called in to fix effected material or vehicle. Arrange alternative Vehicle
3.	Fire	JSL ERT	Determined by the location and extent of the damage.	JSL ERT manages the situation report to Insurance and all statutory bodies and customer. Arrange Survey and temporary vehicle
4.	Water Damage/ flooding	Transport In charge	Determined by the location and extent of the damage	Position all products off the ground or away from effected area. Transport in other vehicle
5.	No Access to building	Transport Incharge	All	Relocate operation to the business recovery location.
6.	I.T. Disaster	IT	IT	Invoke IT disaster recovery plan. Initiate project to install / repair IT infrastructure as required.
7.	Labor Shortage	Transport Incharge / HR	Depends upon area experiencing labor shortage	Hire additional manpower for temporary or permanent as per operational requirements.
8.	Industrial Action	Transport Incharge	Import/Export	Re-route/re-direct shipments as required.
9.	Airport Closures	Transport Incharge	Export	Re-route/re-direct shipments to alternative airport
10.	Cooling Failure	Transport In charge	Determined by the location and extent of the damage	Arranges alternative vehicle/labor on immediate basis

CREATED BY: Navnath Shelke	OWNED/ APPROVED BY: Debjit	DATE
Printed:		Page 6 / 9

Business Continuity/Disaster Recovery Plan

CONTINGENCY PLAN

More than 6 hours and less than 12 hours in duration

Severity Level B

ITEM	DISASTER SCENARIOS	RESPONSIBLE	AFFECTED AREAS	CONTINGENCY PLAN
1.	Power Supply	Facilities Delegate	All	Call in Off-Transport Diesel Generator Set
2.	Transport Vehicle Accident	Transport Incharge	Determined by location of damage	Contact Driver to ensure necessary measures are called in to fix effected material or vehicle. Arrange alternative Vehicle
3.	Fire	JSL ERT	Determined by the location and extent of the damage.	JSL ERT manages the situation report to Insurance and all statutory bodies and customer. Arrange Survey and temporary vehicle
4.	Water Damage/ flooding	Transport In charge	Determined by the location and extent of the damage	Position all products off the ground or away from effected area. Transport in other vehicle
5.	No Access to Building	Transport Incharge	All	Inform Delegates and follow Business Recovery location.
6.	I.T Disaster	IT	IT	Invoke IT disaster recovery plan. Initiate project to install / repair IT infrastructure as required.
7.	Labor Shortage	Transport Incharge / HR	Depends upon area experiencing labor shortage	Hire additional manpower for temporary or permanent as per operational requirements.
8.	Industrial Action	Transport Incharge	Import/Export	Re-route/re-direct shipments as required.
9.	Airport Closures	Transport Incharge	Export	Re-route/re-direct shipments to alternative airport
10.	Cooling Failure	Transport In charge	Determined by the location and extent of the damage	Arranges alternative vehicle/labor on immediate basis

CONTINGENCY PLAN

Less than 6 hours in duration

Severity Level C

ITEM	DISASTER SCENARIOS	RESPONSIBLE	AFFECTED AREAS	CONTINGENCY PLAN
1.	Power Supply	Facilities Delegate	Transport Vehicle TMS Operation Server Room	Call in Off-Transport Diesel Generator Set Generate operation document from other JSL offices ,then fax/email to Client UPS (uninterrupted Power Supply)
2.	Transport Vehicle Accident	Transport Incharge	Determined by location of damage	Contact Driver to ensure necessary measures are called in to fix effected material or vehicle.
3.	Fire	JSL ERT	Determined by the location and extent of the damage.	JSL ERT manages the situation report to Insurance and all statutory bodies and customer. Arrange Survey and temporary vehicle

CREATED BY: Navnath Shelke	OWNED/ APPROVED BY: Debjit	DATE
Printed:		Page 7 / 9

Business Continuity/Disaster Recovery Plan

4.	Water Damage/ flooding	Transport In charge	Determined by the location and extent of the damage	Position all products off the ground or away from effected area. Transport in other vehicle
5.	No Access to Building	Transport Incharge	All	Inform Delegates and follow Business Recovery location.Re-locate operation to Business Recovery location.
6.	I.T. Disaster	IT	No Lease line/ Problem with V SAT Determined by problem being experienced.	Use Web Connection (wireless connection) Follow normal business procedures for IT service and support.
7.	Labor Shortage	Transport Incharge / HR	Dependent upon area experiencing labor shortage.	* Assign overtime * Pulling human power resources from all ready existing JSL warehouses. * Hiring personnel's from nearby warehouses and assign for the job on temporary bases
8.	Industrial Action	Transport Incharge	Import and /or export	Re-route/re-direct shipments as required.
9.	Airport Closures	Transport Incharge	Export	Re-route/re-direct shipments as required.
10.	Cooling Failure	Transport In charge	Determined by the location and extent of the damage	Arranges alternative vehicle/labor on immediate basis

4.1.8 IT Disaster Readiness Plan

IT Department maintains responsibility for the IT Disaster Recovery Plan.
IT - Team (in order of succession)

Name	Role / Position	Contact 1
	IT Manager	

4.1.9 Overtime Approval

Process flow for the overtime approval pattern, Transport-incharge has to first escalate the OT requirement to the JSL Management. On considering their approval only they should go for working on OT hours.

4.1.10 Commuincation Matrix of JSL Global,Doha,Qatar

Mentioned below are the commuincation matrix of JSL Global, Qatar. Its involves all the personnel of this forwarding line like Warehousing,Transportation & Customs Clearance.

Name	Department	Role / Position	Contact 1
------	------------	-----------------	-----------

CREATED BY: Navnath Shelke	OWNED/ APPROVED BY: Debjit	DATE
Printed:		Page 8 / 9

Business Continuity/Disaster Recovery Plan

Mr. Reayad	Transportation	Executive	+974 50733825
Mr. Vinod Dargi	Transportation	Logistic Executive	+974 50579328
Mr. Navnath Shelke	Warehousing & 3 PL	Asst Manager	+91 7798773810
Ms. Aireen	Administration & Sales	Admin & Executive Secretary	+974 50027844
Mr. Rakesh Barai	Custom Clearance	Senior Manager	+974 666720463
Mr. Debajit Ganguly	Warehousing & 3 PL	DGM	+91 9921401664
Mr. Nishith Kothari	Operations	GM	+974 55595469
Mr. Jigar Shah	Projects & 3 PL	Director	+974 55852930

4.1.11 Emergency Communication matrix

General Emergency communication matrix is provided below in case of any fire or power failure

SI. NO	Name	Contact Numbers
1	Fire	
2	Power Failure	
3	Police	

CREATED BY: Navnath Shelke	OWNED/ APPROVED BY: Debajit	DATE
Printed:		Page 9 / 9