



Business Continuity and Disaster Management Plan

2024

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1. Introduction and Scope

A business continuity plan (BCP) is a document that consists of the critical information an organization needs to continue operating during an unplanned event. The BCP states the essential functions of the business, identifies which systems and processes must be sustained, and details how to maintain them. It should consider any possible business disruption.

Any event that could negatively impact operations is included in the plan, such as supply chain interruption, loss of or damage to critical infrastructure (major machinery or computing /network resource). As such, risk management must be incorporated as a part of BCP. A BCP also covers risks including cyber-attacks, pandemics, natural disasters, and human error. A proper BCP decreases the chance of a costly power outage or IT outage. The array of possible risks makes it vital for an organization to have a business continuity plan to preserve its health and reputation.

2. Objectives of Business Continuity Management

The objective of a Business Continuity Plan is to:

- Reduce the likelihood of a disruption occurring that affects the business through a risk management process.
- Minimize the impact of that disruption, should it occur.
- Protect staff and their welfare.
- Ensure that the staff knows their roles and responsibilities.
- Tackle potential failures within the supply chain.
- Protect the business.
- Preserve and maintain relationships with customers.
- Mitigate negative publicity.
- Safeguard the market share and / or competitive advantage.
- Protect our profits or revenue and avoid financial losses.
- Prevent or reduce damage to our reputation and image.
- Protect key business activities to ensure services are maintained.
- Enhance our ability to recover following a disruption to normal operating conditions.

The scope of the business continuity plan is applicable to all the factors which can affect or interrupt business.

3. Factors Affecting Business Continuity Plan

The basic Factors affecting the business continuity plan are:

'A' type factors affecting business.

- Labor / manpower problem / labor unrest
- Departure of key Person
- Training and Development of employees/Performance evaluation and effective action.
- Safety and environment.
- Regulatory compliance.
- License renewal / revoke
- Pandemic epidemics

'B' type Factors affecting business

- Equipment breakdown
- Process knowledge
- Utility failure
- RM shortage
- Natural Disaster
- Social factors
- Quality Failure
- Information technology (Data protection)
- Impact of Technology
- Environmental Compliance adherence to customers' requirements

4. 'A' Type Factors Affecting Business

4.1 Labor / manpower problem/ labor unrest

Having adequate manpower on hand is an important component in the success of business. Manpower shortages can result in production shortfalls or the inability to meet the needs of customers.

We employ a sufficient number of workers, and hence they generally do not need to work a high number of overtime hours. The assigned workload is more appropriate because there are more people to handle tasks. As a result, workers usually are less stressed and more rested and alert. Similarly, when enough workers are on the clock, there are more people to check adherence to safety regulations and policies, and workers can seek assistance for physically challenging work. A good level of manpower thus helps prevent problems such as burnout and injury. Lawsuits and workers' compensation claims may be reduced as a result.

Actions taken to avoid labour unrest are:

- Good relations with union.
- Regular interaction and frequent meetings with the union.
- Tie up with nearby college / institutes / Job portals / Recruitment Consultant for recruitment.
- Timely and regular LTS settlements.
- Regular Training (On the job / Based on training needs) to people for skill development.
- Welfare activities for all employees.
- Family Medclaim / Tie up with Hospitals.

4.2 Departure of Key Person:

A business cannot prevent the sudden loss of the key person. The loss of the key person consists of the departure (voluntary or otherwise) of an important employee or shareholder from the enterprise which can lead to disruptions in the regular operations of the business.

Everest has taken the following actions to ensure continuity in this case.

- The management retains key employees by dealing with them fairly and rewarding them for their performance so that they can take over in case of a loss of key personnel.
- Ensuring a shared knowledge pool and prescribing the due process and SOPs for key decisions.

4.3 Training and Development of employees / Performance evaluation and effective action:

Training and development of employees helps to make the best use of the employee's overall worth to the organization, creating a highly skilled, motivated, and enthusiastic workforce. The existing workforce is trained to increase their productivity, and motivated to contribute their best towards the organization, however location would play vital role at the time of deployment of employees and training would also play important role to provide technical and behavioral awareness.

To ensure that our workforce is adequately trained and equipped with the right knowledge we ensure that:

- Effective Training process is inculcated which includes Planning, Implementation and Evaluation.
- External trainings budgets are sanctioned and tracked for expenditure.
- Training calendars are prepared for further plan of action.
- Training effectiveness monitoring process has been defined to understand the evaluation of required skill.
- Some key technical training is provided to all employees and their performance is measured monthly to check their knowledge. Their performance is also a part of their KPIs.

4.4 Safety and Environment

Fiber Cement and Pre-Engineered Steel building industry may cause extensive damage to property and environment. This can result in serious disruption to business. The company has taken sufficient steps to assess / minimize and whenever feasible; eliminate risks, however accidents may still occur despite these measures. Action in case of emergency situations is well described in factories and sites.

To avoid safety and environment mishaps and ensure continuity of business operations in case mishaps occur we take the following actions.

- Frequent inspections are carried out with cross-function teams.
- Internal audits are conducted periodically.
- In-house training is regularly conducted.
- Qualified, trained & experienced manpower is deputed. Training and retraining of all employees and service providers.
- Adequate operational controls.
- Adequate monitoring and measurement system.
- Emergency management plan and periodic testing by mock drills.
- Installation of adequate safety / Environment systems at site.

4.5 Regulatory Compliances

All businesses, regardless of type, must comply with statutes (laws passed by legislative bodies) and regulations (rules enacted by regulatory agencies to carry out the purposes of statutes). These statutes and regulations can come from all levels of government; central, state, and local. Some of these statutes and regulations apply regardless of the nature of the business and, of course, a venture engaged in business in more than one state or local jurisdiction must comply with applicable laws and regulations from all applicable jurisdictions.

To avoid business disruptions due to non-compliance

- Legal register is digitally prepared by using the compliance management platform *Legatrix*. It includes a list of all regulatory requirements.
- The management regularly reviews the updates on legatrix along with the legal team.

4.6 License Renewal or Revoke

If a company's license is terminated, including because of any legal issue, its corporate image and marketing efforts could be impacted. The company could be required to make a significant investment in rebranding.

The company also possesses other intellectual property that is important to its business. This intellectual property includes trademarks, copyrights, patents, and other trade secrets. The company and third parties could come into conflict over intellectual property rights. Conflict could disrupt the business and cost a substantial amount to protect rights or defend itself against claims. The company cannot be certain that the steps it takes to protect its rights will be sufficient or that others will not infringe or misappropriate its rights. If the company is unable to protect its intellectual property rights, its brands, products and business could be harmed.

To avoid business disruptions due to revoking of license we ensure

- Timely compliance of all legal and other requirements.
- Timely renewal of licenses as and when applicable.
- Compliance with conditions of licenses.
- Interactions with statutory authorities, as and when needed.

4.7 Pandemic Epidemic:

The spread of pandemic epidemics is a serious threat for any industry as it has severe effects on business. The industry could potentially be hit hard by the pandemic outbreak on numerous fronts like lower demand and productivity, operational and supply chain disruptions, potentially tightening credit markets and the health of their workforce. Labor shortages and disruptions in the supply of raw material can cause economic damage through multiple channels, including short-term fiscal shocks and longer-term negative shocks to economic growth.

We take all precautions and encourage COVID appropriate behaviour at all our work locations.

The following table highlight the actions taken by Everest to mitigate the Type A Risks:

Table 1: Actions for Type 'A' Risks

Sr. no.	Factors Affecting Business Continuity	Probable Reasons	Action Taken by the Function
1	Labor / manpower problems / labor unrest	<ul style="list-style-type: none"> Remote location of site Requirement of skilled manpower Union formation 	<ul style="list-style-type: none"> Engagement with Employee / Union to understand their needs and align their actions with business objective.
2	Departure of Key Person	<ul style="list-style-type: none"> Better Opportunity Outside organization Not Happy with manager or work 	<ul style="list-style-type: none"> We have a professional management team in place. Business Continuity Plan in place with role holders identified for interim contingency. Succession Plan in place for key positions.
3	Training and Development of employees / Performance Evaluation and Effective Action	<ul style="list-style-type: none"> Lack of Technical / Skill Training 	<ul style="list-style-type: none"> Quarterly Training Calendars are in place. Effective Performance Feedback conversation workshops are conducted. Bi-annual reviews and yearly appraisal mechanism are in place. Competency assessment as part of the annual performance appraisal exercise provides inputs for training requirements – behavioral and functional. Performance Improvement Plan in place for non-performers.
4	Pandemic Epidemic	<ul style="list-style-type: none"> Occurrence of global pandemic like Covid-19 	<p>A partial or full organizational shutdown will be taken based on the following:</p> <p>Basic safety protocols:</p> <ul style="list-style-type: none"> Restrict Visitors / contractors / Clients' engagements as per local orders. Consider introducing flexible work arrangements.

Sr. no.	Factors Affecting Business Continuity	Probable Reasons	Action Taken by the Function
4	Pandemic Epidemic	<ul style="list-style-type: none"> • Occurrence of global pandemic like Covid-19 	<ul style="list-style-type: none"> • Develop a checklist procedure to verify staff welfare and safety. • Setting up of an Emergency Task Force / Support Team to review the situation or immediately declare a crisis. • Consider virtual conference options i.e., Zoom, Microsoft Teams etc. • Implement leave policies to allow Employees / Quarantining staff to Work from Home. • Ensuring honest and regular communication occurs with staff. Dedicated Helpline / Contact number to assist employees to share their personal pandemic concerns. • Provide work from home-related instructions as necessary. <p>Health & Hygiene:</p> <ul style="list-style-type: none"> • Receive and cascade Health & Hygiene information from relevant sources (Internal, Department of Health, State Government, Stakeholders). • Implement social distancing norms, sanitization drills, enforce health & hygiene measures etc. in case the office operates. • Undertake steps to safeguard employees' mental health & well-being – organize counselling sessions, if required. • Implement tele calls with affected employees to extend support & reduce isolation. • Focus on establishing critical services while maintaining the health and safety of employees.

Sr. no.	Factors Affecting Business Continuity	Probable Reasons	Action Taken by the Function
4	Pandemic Epidemic	<ul style="list-style-type: none"> • Occurrence of global pandemic like Covid-19 	Travel Related: <ul style="list-style-type: none"> • Provide employees with travel guidance or alternatives for Domestic & International Travel as per govt instructions. • Provide Instructions for attending Office in Shifts department wise. • Announce Work from Home for 7 days or more if returning from holidays / travel from "High-Risk Countries".
5	Regulatory Compliance	<ul style="list-style-type: none"> • Licenses not renewed in time. • Compliance / Specific conditions / Reporting requirements of various licenses not met. 	<ul style="list-style-type: none"> • Plants maintain a list of all licenses that are required. This list is regularly monitored by them to avoid any delays in applying for renewal. • The plant also maintains the details of compliance mandated by each license. HO EHS is working with all the plants to ensure this. • The company has "Legasis" system which is equipped to handle all of this. The company has a detailed list of all regulatory compliances, and a tracker is maintained on adherence to the same through the Legasis software.
6	License Renewal or Revoke	<ul style="list-style-type: none"> • Specific Conditions of the EC / CTO not being met. • Emission norms of fiber exceed the eligible limit. • Safety requirements mandated for Asbestos industries are not followed. 	<ul style="list-style-type: none"> • This is being very strictly monitored by the Units. • HO EHS is working with all the plants to ensure this.

Sr. no.	Factors Affecting Business Continuity	Probable Reasons	Action Taken by the Function
Safety and Environment			
1	Geological: Earthquake, land slide, tsunami, volcano	Natural calamity	<ul style="list-style-type: none"> • Focus on alarms issued by Govt. body and act accordingly. • Preparedness - Tie up loose material in case of cyclones. • Control - Periodic check e.g. storm drainage before monsoon, pre-summer preparation e.g. cutting dried up grass etc. • Have a proper fire system in place. • Recovery – Move our IT loads to cloud, medical treatment facility and contingency fund in place to mitigate risk.
2	Meteorological: Drought, flood, lightening, Cyclone, etc.	Natural calamity	
3	Biological: COVID / another pandemic	Spread from society to plant	<ul style="list-style-type: none"> • Awareness session on COVID. • Employees to wear Nose masks. • Employees to practice social distancing. • Increase medical arrangement for all the employees.
4	Biological: Food borne illness	Contamination in food served at canteen	<ul style="list-style-type: none"> • Appropriate selection of food service vendor. • Daily monitoring. • Plan for urgent action in case of concern.
5	Accidental and intentional human cause - Fire	<ul style="list-style-type: none"> • Electrical fire • LPG fire • Hot work • Sabotage • Diesel 	<ul style="list-style-type: none"> • Proper electrical maintenance • Proper Electrical installation • Firefighting system at LPG station • Permit to work for hot work • Training on firefighting • Appropriate license for diesel as appropriate • Security check for any sabotage • Control IR issues • IT data back up

Sr. no.	Factors Affecting Business Continuity	Probable Reasons	Action Taken by the Function
6	Accidental human cause - Structure collapse / equipment failure	<ul style="list-style-type: none"> Corrosion, preventive maintenance, etc. 	<ul style="list-style-type: none"> Structure stability certificate, Equipment preventive maintenance.
7	Intentional human cause - Strike due to injury	<ul style="list-style-type: none"> Injury 	<ul style="list-style-type: none"> Preventive measures to control injury e.g. training, engineering control, etc. Awareness to workers Frequent meeting with union leader

5. 'B' type Factors affecting business are as follows:

5.1.1. For Building Solutions Business

A. External Risks for Building Solutions Business

ISSUES	RISKS	ACTIONS TO ADDRESS	RESPONSIBILITY
New / changed statutory regulatory requirements	<ul style="list-style-type: none"> Inability to meet the requirements Inability to access the market. Legal liability, Fines / Penalties 	<ul style="list-style-type: none"> Timely identification of applicable statutory and regulatory requirements and areas of implementation Timely implementation and monitoring of applicable requirements 	<ul style="list-style-type: none"> Plant Head / Environment and Safety Officer
Resources (Infrastructure, Human and Work Environment)	<ul style="list-style-type: none"> Lack of resources leading to inability to meet requirements. Incompetent Human resource Lack of maintenance 	<ul style="list-style-type: none"> Resource management Timely maintenance of infrastructure Trainings, mentoring, coaching Employee motivation & empowerment 	<ul style="list-style-type: none"> Plant Head HOD – M/T HOD – HR All HODs Plant Head

ISSUES	RISKS	ACTIONS TO ADDRESS	RESPONSIBILITY
Social: Work ethics Wage - Expectation / Requirements of Community	<ul style="list-style-type: none"> • Low productivity • Low quality of workmanship • Unable to recruit skilled workers. • High cost of resource • Community disturbance 	<ul style="list-style-type: none"> • Training and development • Culture management programs • Environment and Social Impact Assessment studies • Community Engagement 	<ul style="list-style-type: none"> • HOD – HR • HOD-HR • Plant Head • Plant Head

B. Internal Risks for Building Solutions Business

Dept.	Internal Risks	Actions Taken to mitigate risks	Responsibility
HR	Rejection or other loss due to non-competent person on job	Periodic trainings, including on job trainings provided to all personnel affecting quality of product / process	Head HR
	Low quality and productivity and more rejection due to untrained employee	Periodic trainings, including on job trainings provided to all personnel affecting quality of product / process	Head HR
	Increase risk level of Significant environmental criteria	AIA carried out and based on significant aspect OCPs and IMPs implemented	Head HR
Maintenance	Production Loss	Timely preventive maintenance carried out for all machines	Head Maintenance Electrical / Maintenance
	Quality Problem, Heavy rejection / rework	Timely preventive maintenance carried out for all machines	Head Maintenance Electrical / Maintenance
	Energy Loss	Energy consumption is monitored & timely PM carried out. Energy efficient machineries used	Head Maintenance E/ M
	Human Injury, Accident	Safety & health related trainings provided to all maintenance personnel	Head Maintenance E/ M

Dept	Internal Risks	Actions Taken to mitigate risks	Responsibility
Production – PPC	Increase in Raw Material Inventory	Inventory of all stages is continuously monitored	Head Production/ Plant Head
	Increase risk level of environmental factors	AIA carried out and based on significant aspect OCPs and IMPs implemented	Head Production/ Plant Head
	FG stock is not as per approved inventory norms	Inventory levels of FG monitored safety stocks are maintained and ensured that levels don't exceed approved norms	Head Production/ Plant Head
Purchase	Line stoppages due to unavailability of material	Continuous follow up with Suppliers	Head Purchase
	Rejection of components.	Supplier development, incoming inspection of material system in place	Head Purchase
	Wrong supplier development in line with quality, delivery, cost	Supplier development is done by CFT that includes QA and Purchase	Head Purchase
	Delay in supplier improvement	Targets have been decided for improving SQR of RM suppliers and the same are monitored continuously	Head Purchase
Quality Control	Line stoppage due to NG part acceptance	All incoming material is subjected to inspection	Head QA
	Line stoppage due to material not cleared on time	Multi skilling of Quality Inspectors, Adequate inspection resources provided	Head QA
	Heavy rejection due to NG parts assembly	Periodic in-process inspection carried out	Head QA
	Customer rejection & dissatisfaction.	Final Inspection is done before dispatch of FG to customers	Head QA
	Delay in calibration or Instrument not calibrated	Calibration schedule is monitored on monthly basis and calibration is conducted at least a month in advance	Head QA

Dept.	Internal Risks	Actions Taken to mitigate risks	Responsibility
Stores	Receipt of wrong material	All incoming material is subjected to inspection, wrong material is returned to supplier.	Head Stores
	Receipt of damaged material	All incoming material is subjected to inspection, damaged material is returned to the supplier.	Head Stores
	Receipt of short material	All incoming material is subjected to inspection; short material receipt is informed to supplier.	Head Stores
	Issue of wrong material / part	All material is issued by SAP with material code	Head Stores
	Excessive Inventory against set norms	Inventory of all stages is continuously monitored	Head Stores
	Obsolescence due to SKU discontinuation	Slow moving FG items are monitored, the same are issued on priority upon request	Head Stores
	Increase risk level of Significant environmental	AIA carried out and based on significant aspect OCPs and IMPs implemented	Head Stores
Production	Increased Rejection	Monitoring of Process Parameters at defined interval as per Quality Plan / Control Plan	HOD-Prod & HOD – QC
	Increased Re-work		
	Low Productivity	Regular maintenance of equipment to avoid production losses	HOD – M/T
	Increased Cost of Operation	Optimum Utilization of Raw Materials and monitoring of losses	HOD – Prod.
	Increase risk level of Significant environmental	AIA carried out and based on significant aspect OCPs and IMPs implemented	HOD – Prod.

Dept.	Internal Risks	Actions Taken to mitigate risks	Responsibility
Supply Chain	Dependence on a single Vendor	Alternative suppliers are developed wherever necessary in order to ensure business continuity in a situation where a vendor might default on commitments	Purchase Head
	Inventory Management of Critical RM Inventory	Inventory levels of critical RM are tracked regularly and care is taken to ensure the availability of the same in case of disruptions	Purchase Head
	Transportation Strikes	The company is implementing a Transportation Management System (TMS) which will ensure protection for such risks	Logistics Head

5.1.2. For Pre-Engineered Steel Building Business

A. ESBS External Risks

ISSUES	RISKS	ACTIONS TO ADDRESS (Risk & Opp.)	RESPONSIBILITY
New / changed statutory regulatory requirements	<ul style="list-style-type: none"> • Inability to meet the Requirements. • Inability to access the market. • Legal liability, Fines/ Penalties 	<ul style="list-style-type: none"> • Timely identification of applicable statutory and regulatory requirements and areas of implementation • Timely implementation and monitoring of applicable requirements 	<ul style="list-style-type: none"> • Unit Head & ED / Env & Safety Officer

B. List of Internal Risks

Dept.	Internal Risks	Actions Taken to mitigate risks	Responsibility
HR	Rejection or other loss due to non-competent person on job	Periodic trainings, including on job trainings provided to all personnel affecting quality of product / process	Head HR
	Low quality & productivity and more rejection due to untrained employee	Periodic trainings, including on job trainings provided to all personnel affecting quality of product / process	Head HR
	Non-fulfilment of work due to manpower having low motivation level	Process for motivation & empowerment in place	Head HR
	Increase risk level of Significant Quality aspect	XY- Analysis was carried out and significance action plan was implemented.	Head HR
Maintenance	Production Loss / Schedule loss & Delay	Timely preventive maintenance carried out for all machines	Head Maintenance
	Quality Problem, Heavy rejection/rework	Timely preventive maintenance carried out for all machines	Head Maintenance
	Energy Loss	Energy consumption is monitored & timely PM carried out. Energy efficient machineries used	Head Maintenance

Dept.	Internal Risks	Actions Taken to mitigate risks	Responsibility
Maintenance	Human Injury, Accident	Safety & health related trainings provided to all maintenance personnel	Head Maintenance
	Increase risk level of Significant Quality aspect	XY- Analysis was carried out and based on significant aspect action plan was implemented.	Head Maintenance
PPC	Increase in Raw Material Inventory	Inventory of all stages is continuously monitored	Head PPC
	Sudden line stoppage due to no Raw Material	Inventory levels of RM monitored and safety stocks are maintained	Head PPC
	FG stock is not as per approved inventory norms	Inventory levels of FG monitored safety stocks are maintained and ensured that levels don't exceed approved norms	Head PPC
	Increase risk level of Significant Quality aspect	XY- Analysis was carried out and significance action plan was implemented.	Head PPC
Purchase- HO	Line stoppages.	Continuous follow up with Suppliers	Head Purchase
	Rejection of components.	Supplier development, incoming inspection of material system in place	Head Purchase
	Wrong supplier development in line with quality, delivery, cost	Supplier development is done by CFT that includes QA, Store, Purchase	Head Purchase

Dept.	Internal Risks	Actions Taken to mitigate risks	Responsibility
Purchase- HO	Delay in supplier improvement	Targets have been decided for improving SQR of RM suppliers and the same are monitored continuously	Head Purchase
	Increase risk level of Significant Quality aspect	XY- Analysis was carried out and significance action plan was implemented.	Head Purchase
Quality	Line stoppage due to CP – assembly acceptance	All in process material is subjected to inspection	Head QA
	Line stoppage due to material not cleared on time	Multi skilling of Quality Inspectors, Adequate inspection resources provided	Head QA
	Customer/ Project site Complaints & dissatisfaction.	Final Inspection and Final audit is done before dispatch of to customers / Project Site	Head QA
	Delay in calibration	Calibration schedule is to be monitored on monthly basis and calibration is conducted before due date/ at defined frequency	Head QA
	Instrument not calibrated	Calibration procedures to be followed and review of Calibration due date on monthly basis	Head QA
	Increased risk level of Significant Quality aspect	XY- Analysis was carried out and significance action plan was implemented.	Head QA

Dept.	Internal Risks	Actions Taken to mitigate risks	Responsibility
Stores	Receipt of wrong material	All incoming material is subjected to inspection, wrong material is returned to supplier.	Head Stores
	Receipt of damaged material	All incoming material is subjected to inspection, damaged material is returned to supplier.	Head Stores
	Receipt of short material	All incoming material is subjected to inspection, short material receipt is informed to supplier.	Head Stores
	Issue of wrong material / part	All material is issued by SAP with material code	Head Stores
	Excessive Inventory against set norms	Inventory of all stages is continuously monitored	Head Stores
	Obsolescence due to SKU discontinuation	Slow moving FG items are monitored, the same are issued on priority upon request	Head Stores
	Increase risk level of Significant Quality aspect	XY- Analysis was carried out and significance action plan was implemented.	Head Stores
Production	Increased Rejection	Monitoring of Process Parameters at defined interval as per Quality Plan / Control Plan	Head -Prod & Head – QC
	Increased Re-work		
	Low Productivity	Regular maintenance of equipment to avoid production losses	Head – Maint.

Dept.	Internal Risks	Actions Taken to mitigate risks	Responsibility
Production	Increased Cost of Operation	Optimum Utilization of Raw Materials and monitoring of losses	Head – Prod.
	Increase risk level of Significant Quality aspect	XY- Analysis was carried out and significance action plan was implemented.	Head- Prod.
Finance	<p>Cash flow risk: Delays/ Defaults in receivables due to:</p> <p>Delay in supply/ quality</p> <p>Delay in execution</p>	<p>Alignment of Sales and Engineering personnel with customer requirements.</p> <p>Customer delays are documented</p> <p>Procurement challenges are addressed through MAL.</p> <p>Effective utilization of capacity and ensuring timely delivery being reviewed. Completion by Nov 30, 2022.</p> <p>To address execution delays, only qualified erectors are being appointed and execution team is getting involved in selecting erectors at site.</p> <p>Weekly monitoring receivables collection status by the CFO and BU Head</p>	Finance Controller

Dept.	Internal Risks	Actions Taken to mitigate risks	Responsibility
Design (HO)	Design is not as per Customer Specification	Review the Customer specification and requirement before designing the building to avoid the error in design	Head – Design
	Design Error is high and Cost of rectification at site is also high	Review the trend of Monthly CCF received from Site and action plan to reduce, implementation of Check list to reduce shop drawing Error	Head – Design
	Increase risk level of Significant Quality aspect	XY- Analysis was carried out and significance action plan was implemented.	Head – Design
Project (HO)	Completion of Erection is not within time frame and delay in handover of building	Making & monitoring the detail schedule of stage wise Erection to avoid delay in handover of building	Head –Project
	Erection Cost is not within budget	Monitoring the site expense which increase the erection cost and take approval for extra expenses and discuss with client in advance for modification / additional requirement after starting erection activity	Head – Project
	Increase risk level of Significant Quality aspect	XY- Analysis was carried out and significance action plan was implemented.	Head – Project

Dept.	Internal Risks	Actions Taken to mitigate risks	Responsibility
Project Management Group (PMG)	Estimation of QRF is not given to client within time frame.	Making estimation for QRF and drawing submission for approval should be within defined time limit	Head –PMG
	Submission of drawing to Client for approval is delayed		
	Quality / Accuracy of Techno- commercial offer is not fulfil the requirement of customer	Monitoring the accuracy of techno commercial offer to avoid any delay	Head – PMG
	Hand over material to project site is delay	Making and monitoring dispatch plan to achieve planned target	Head – PMG
	Increase risk level of Significant Quality aspect	XY- Analysis was carried out and significance action plan was implemented.	Head – PMG
Supply Chain	Dependence on a single Vendor	Alternative suppliers are developed wherever necessary in order to ensure business continuity in a situation where a vendor might default on commitments	Purchase Head
	Inventory Management of Critical RM Inventory	Inventory levels of critical RM are tracked regularly and care is taken to ensure the availability of the same in case of disruptions	Purchase Head
	Transportation Strikes	The company is implementing a Transportation Management System (TMS) which will ensure protection for such risks	Logistics Head

Dept.	Internal Risks	Actions Taken to mitigate risks	Responsibility
IT-HO	Repetitive breakdown in IT Equipment	Timely preventive / routine maintenance of IT Equipment carried out to avoid break down	Head –IT
	Dispatch / Production loss	Making back up for Critical IT equipment / SAP to optimize loss due to such failure	Head – IT
	Increase risk level of Significant Quality aspect	XY- Analysis was carried out and significance action plan was implemented.	Head – IT

5.2. Information Technology (Data protection)

Now a days all data is stored in drives or cloud as it is the most convenient way for data storage, viewing, transmitting & accessing from any connected source. In any industry, most of the data related to process, design, finance & strategy plans are very confidential and needs to be protected from hacking. The IT system shall be well protected from hackers. Virus protection &/ or unauthorized access to IT system shall always be prohibited. Business can be at risk if the data is shared with competitors. It may lead to losing market position.

Disasters due to floods, fire and other natural disasters aren't the only ones responsible for downtime. Data deletion due to human error, Power outage, poor security habits of users and incompetent employees are also among the prime reasons for IT downtime. Other threats include a malware attack, or a virus let loose by cyber criminals. All these events can amount to a 'disaster' for the company.

Due to above reasons IT Systems that can have Impact on

1. Servers
2. Applications Systems
3. Network Communication
4. Server and User Data
5. Email communication

Probable Reasons affecting Business Continuity	Action Taken by the Function
<ul style="list-style-type: none">• Non-availability of IT disaster recovery facility to support continued availability of IT systems and data in the event of major disruption	<ul style="list-style-type: none">• SAP Infrastructure has been moved to Azure, which is a cloud-based platform.• DR environment is available for SAP. We are planning a DR drill subsequently every 6 months.• CRM & HRMS are being moved to SaaS based solutions
<ul style="list-style-type: none">• Unauthorised data disclosure due to inadequate security of mobile, handheld devices and data leakage through various means.	<ul style="list-style-type: none">• Data security is provided by the cloud service provider.• USB access policy defined. USB access has been removed and being provided on temporary basis based on HOD approvals.
<ul style="list-style-type: none">• User access rights violations by employees.• SOD Conflicts	<ul style="list-style-type: none">• Role based access and SOD conflicts being resolved. Critical conflicts being addressed.• IT Policy published on the portal. Training and user awareness refresher will be planned.

Probable Reasons affecting Business Continuity	Action Taken by the Function
<ul style="list-style-type: none"> Access through accounts of separated (on-roll / contract) employees 	<ul style="list-style-type: none"> IDs of onroll employees being deactivated during exit process.
<ul style="list-style-type: none"> Unauthorized access to information and data due to: <ul style="list-style-type: none"> Inadequate security configuration of network devices (Firewall, Routers and Switches) Inadequate security of domain, email, and file servers Insecure communication lines Data Loss Prevention not implemented 	<ul style="list-style-type: none"> For current infra hosted at Cloud4C and Azure cloud, managed SOC services have been implemented to mitigate security risk. Communication to critical systems through Multiprotocol Label Switching (MPLS) from office network and through SSL VPN from public network has been implemented. File servers have been migrated to SharePoint for enhanced security and better collaboration. Domain and other published URLs are running on https. Email security implementation has been completed. Logs generated as part of Security OC services and exceptions are highlighted. Exceptions are reviewed by the Infra head and CIO. SD-WAN solution to manage firewall and routers/switches centrally to be implemented. MS OneDrive was implemented to prevent data loss. Awareness and rollout to be completed by September 2022.
<ul style="list-style-type: none"> Use of Pirated software / inadequate licenses resulting in penal consequences. 	<ul style="list-style-type: none"> Installation of any software requires admin rights which are restricted to IT administrators. Advanced Endpoint Protection (AEP) has been implemented through Kaspersky. The manual exception reporting is reviewed monthly by CIO. Updates to approved software will be also be reviewed quarterly through AEP.

Probable Reasons affecting Business Continuity	Action Taken by the Function
<ul style="list-style-type: none"> Absence of a strategy to control / prevent any external attacks / intrusions 	<ul style="list-style-type: none"> Perimeter security has been implemented in both cloud-based environments. Vulnerability Assessment is being conducted and vulnerabilities are being addressed quarterly.
<ul style="list-style-type: none"> Loss of access to critical IT systems due to connectivity issues and unreliable redundancy. 	<ul style="list-style-type: none"> 2 MPLS lines in active-active mode at each location. Alternate option of connecting using mobile data/ broadband through SSL – VPN connection. Solution for load balancing and optimizing omni-solution connectivity being explored to leverage additional Internet Leased Line and broad band internet with single MPLS - Mar-2023.

5.3. Natural Disaster

In recent years, India has faced natural disasters like India has experienced natural calamities like earthquakes, a tsunami, floods, and drought, and the extent and severity of these events play a crucial role in shaping their impact on the Indian economy. Natural disasters which can affects our business are earthquake, floods, and cyclones.

Actions Plan for Various issues occurring from disruptions through Natural Calamities:

- Personnel protection and safety management in natural calamities – A detailed response is documented in the Emergency Response Plan for Head Offices and all the plant locations.
- Protection of physical assets (equipment etc.) in flooding and other calamities - A detailed response is documented in the Emergency Response Plan for Head Offices and all the plant locations,

5.4. Impact of Technology

Fiber Cement Boards is an upcoming technology in India and is rapidly evolving. The following actions are taken by business to tackle the challenges from a technological point of view.

Actions taken:

- The company has an R&D facility, which works on new product development, technological advancement of processes, research on new technologies in the market etc.
- The R&D team works in close coordination with the marketing and manufacturing team to understand the market and internal capabilities and develop solutions according to the requirements.

The Cement Roofing business has incremental changes only and no new technology is expected to disrupt the industry. The company though has come up with a non-Asbestos cement roofing product, Evercool and is continually trying to improve the product.

5.5. Environmental compliance adherence to customers' requirements

Following are the actions taken by Everest in order to adhere to specific environmental compliance requirements from customers:

- As per the customers' requirements we apply for suitable environmental compliance certificates.



Rajesh Joshi
Managing Director & CEO

Date – 22nd March 2024

Appendix

- AIA – Aspect Impact Assessment
- OCP – Operation Control Plan
- IMP – Illustrative Mitigation Pathways
- SQR – Supplier Quality Requirements
- NG – Not Good
- FG – Finished Goods
- SKU – Stock Keeping Unit
- XY Analysis – Cause & Effect Matrix
- QRF – Quotation Request Form