

Business Continuity Plan (BCP) for Merchant Banking Business

1. Objective

To ensure uninterrupted operations of the merchant banking business in the event of a disaster or disruption, and to safeguard client interests, maintain regulatory compliance, and minimize financial losses.

2. Scope

This plan covers:

- Physical disasters (fire, flood, earthquake)
- Cybersecurity incidents
- Technology failures
- Regulatory or legal disruptions
- Pandemic or workforce unavailability

3. Risk Assessment

Risk Type	Description	Likelihood	Impact
Data Breach	Unauthorized access to client data	Medium	High
Natural Disasters	Earthquake, flood, fire affecting office	Low	High
Server Downtime	IT infrastructure failure	Medium	Medium
Key Personnel Unavailable	Sudden absence due to illness or resignation	Medium	High
Regulatory Suspension	Compliance or licensing issues	Low	High

4. Business Impact Analysis

Critical functions that must be restored within 24 hours:

- Client transaction processing
- Regulatory filings & disclosures
- Market operations and communications

For **DHANAM CAPITAL ADVISORS PVT. LTD.**

DIRECTOR



0141-4114945



info@dhanamcapital.in



www.dhanamcapital.in



2nd Floor, 578. BL House, Mahaveer Nagar,
 Tonk Road, Durgapura, Jaipur, Raj-302018

- Risk management oversight
- Custodian and settlement services

5. Recovery Plans – Recovery plan comprises of recovery of critical data and its store at DR along with Application and OS.

6. Continuity Strategies

a. Technology & Infrastructure

- **Cloud-based Data Backup:** Daily automated backup of client and deal data with at least two redundant locations.
- **Disaster Recovery Site:** Alternate office as determined by the Board with internet, workstations, and access to CRM/ERP tools.
- **System Redundancy:** Use of redundant servers and backup internet connections.
- **Cybersecurity Protocols:** Multi-layered firewalls, endpoint protection, periodic audits, and penetration testing.

b. Human Resources

- **Alternate Work Locations:** Work-from-home policy and laptops for critical staff.
- **Cross-Training:** Employees trained for multiple roles to ensure coverage.
- **Emergency Contact Tree:** Updated list for internal coordination and rapid communication.

c. Operations

- **Standard Operating Procedures (SOPs):** Documented SOPs for investor services, IPO management, underwriting, etc.
- **Digital Workflow & Approval Systems:** To minimize dependency on paper records or in-person approvals.

d. Regulatory Compliance

- **Compliance Calendar:** Backup tool to trigger alerts and avoid regulatory breaches.
- **Communication Protocol:** Ready templates for client and regulator notifications.



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7. Emergency Response Plan

Action	Description
Activation of BCP	Authorized by Director or BCP head after initial assessment.
Communication Plan	Notify employees, clients, stock exchanges, SEBI, and custodians as applicable.
Evacuation & Safety	Follow physical safety protocols in case of fire/earthquake.
Recovery Timeline	IT systems to be restored within 8 hours; operations within 24 hours.

8. Roles & Responsibilities

Role	Responsibility
BCP Coordinator	Overall plan execution and coordination
IT Head	Data recovery, cybersecurity, system access
HR Head	Staff deployment and communication
Compliance Officer	Liaison with regulators and documentation
Admin Manager	Alternate facility and logistical support

9. Testing & Training

- **BCP Drills:** Conduct semi-annual disaster recovery and BCP simulation.
- **Employee Training:** Annual BCP refresher for all staff.
- **IT Audits:** Regular audits to test failover systems and data recovery.

10. Communication Plan

- **Internal:** WhatsApp/Email alert system, emergency contact list.
- **External:** Designated spokesperson to handle client/media communication.

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[Signature]

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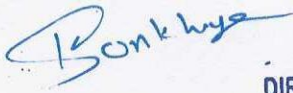
11. Plan Review & Updates

- **Frequency:** Quarterly review and update of BCP.
- **Triggers for Review:** Regulatory changes, tech upgrades, or after any incident.
- On Registration of Company with SEBI as Merchant Banker, the Board will decide about implementation of the BCP.

12. Major concern for

- **Client Data Protection** – Ensuring the security and availability of sensitive client information.
- **Market Access** – Maintaining access to trading platforms and other essential market infrastructure through exchange connectivity at primary as well as DR site. Connectivity shall be of two types and from two different vendors to tackle fall-back.
- **Regulatory Compliance** – Setting up of process to adhere to relevant regulations and reporting requirements.
- **Staff Training** – Regular educating employees on their roles and responsibilities within the BCP and handling of DR site is essential and shall be adopted.

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