

THE GOLDEN CHARIOT

CRISIS MANAGEMENT POLICY WITH BUSINESS CONTINUITY PLAN & DISASTER RECOVERY PLAN

January 2010

EXECUTIVE SUMMARY

The Crisis Management Policy for The Golden Chariot draws its inspiration from the vision of the State as enshrined in its Vision 2020 document as well as the new Tourism Policy (2009 to 2014) to better the quality of preparedness of tourism products. The Golden Chariot, the premier luxury train of Karnataka, brings out the key elements of operational effectiveness by enabling holistic crisis management of the operations, with safety and security of its passengers as the core objective.

This falls in line with the state's vision of improving the competitiveness of its economy and bettering the quality of life of its citizens. ¹

Specifically, the Crisis Management Plan for The Golden Chariot exemplifies the 4th plank of the state's master plan "Safety, security and justice." Accordingly, the crisis management plan is covered in six parts:

1. Crisis Management Organisation (CMO);
2. Crisis Communication (CCP);
3. Building Evacuation Planning (BEP);
4. Emergency Action Planning (EAP);
5. Business Continuity Planning (BCP);
6. Disaster Recovery Planning (DRP)

This will focus on different aspects of emergency, crisis and disaster planning covering the entire crisis management milieu. The policy gives also the scenarios to be considered and to be prepared for. At the time of crisis, responsibilities, co-ordination and communication are essential. Therefore the Crisis management Organisation is outlined as an essential part of this policy.

CRISIS MANAGEMENT ORGANIZATION

The Crisis Management Organization (CMO) is responsible for crisis management plan outlining the process for:

- Reporting and notification of incidents which could lead to a Crisis (as defined in Crisis Management Overview);
- Investigating and assessing these incidents; Authority to declare the existence and the end of a Crisis (as defined in Crisis Management Overview);
- Alignment of the CMO with the requirements provided by existing Value Chains;

¹ The Master Plan is prepared by Haselfrè Solutions as per the work order KSTDC/MD/84/09-10 Dt. 21.08.2009

- Activation of the CMO (appointed staff) and prepared plans (such as Emergency Plans, Business Continuity Plans, etc.) to handle the crisis. The CMO manages the crisis and uses the applicable plans and other solution strategies for restoration;
- Evaluation of the CMO activities and the used plans after the return to a normal situation.

CRISIS COMMUNICATION PLAN:

The Crisis Communication Plan specifies:

- How to communicate with internal and external stakeholders; and
- Who will take part in solving the crisis

BUILDING EVACUATION PLAN:

Taking into account the local legal requirements, all TGC premises must have a Building Evacuation Plan in place. Exercises enabling all staff and visitors of the TGC premises (including the train itself) to be evacuated quickly from the premises in case of a crisis must take place on a regular basis but at least once a year.

EMERGENCY ACTION PLAN (OUTSIDE THREATS)

There must be an emergency plan describing actions to be taken to ensure the safety of all people and physical assets within TGC prior, during and in the direct aftermath of a crisis. The following must be arranged:

- The evacuating of personnel due to natural disasters at country or region scale;
- The management of kidnapping and hostage taking situations;
- The protection against consequential damage of assets, data, buildings, property, etc. such as fire fighting plans. Specific measures have to be taken to safeguard specific critical assets (e.g. art, cash, valuable) in TGC premises during and after a crisis.

BUSINESS CONTINUITY PLANNING

The purpose of TGC's business continuity plan is to work out action task lists containing correct and unambiguous information in sufficient detail that will enable recovery of the TGC's business operations, were a disaster or failure to occur. BCP cover all critical activities/processes and IT resources in accordance with this Crisis Management Policy and related minimum standards along with the value chain partners.

DISASTER RECOVERY PLANNING

The purpose of this is to ensure that in the event an emergency does occur, and damages have been caused, the business must still continue with the least amount of discontinuation and repair. This plan ensures:

- Data centre recovery: the ability to recover a data centre in an alternative location;
- Workplace recovery: the ability to recover a workplace in an alternative location.
- Human resource replacement: the ability to create backups incase employee(s) are injured.

The Golden Chariot wishes to contribute to the state's tourism vision in makings its business operations on par with world class tourist services and make it a safe and secure journey for all passengers with effective measures. Through these measures, The Golden Chariot hopes to ensure safety, security and justice for all on board.

NOTE:

CM : Crisis Management

BEP : Building Evacuation Plan

EAP : Emergency Action Plan

BCP : Business Continuity Plan

DRP : Disaster Recovery Plan

CCP : Crisis Communication Plan

