

## **Business Continuity at Mastek**

At Mastek, our global operations are powered by a highly resilient computing infrastructure and always-on support services—designed to ensure uninterrupted performance and business continuity across all regions.

As a trusted partner to clients operating in diverse and highly regulated industries, compliance with stringent contractual and regulatory obligations is not optional—it's a core pillar of how we do business. This includes robust measures to sensitive customer data, while adhering to industry and regional compliance standards.

Our unwavering commitment to reliability, resilience, and regulatory integrity ensures that we not only meet our clients' expectations—but continuously earn their trust and confidence, even in the face of evolving global challenges.

## **Comprehensive Documentation of the Business Continuity Plan**

A comprehensive Business Continuity Plan (BCP) begins by clearly defining its purpose and scope, outlining the objectives of the plan and specifying the business functions, departments, or locations it applies to. A critical component of the plan is the Business Impact Analysis (BIA), which identifies essential operations and assesses the potential consequences of disruptions, helping prioritize recovery efforts. Alongside this, a thorough risk assessment evaluates various threats such as natural disasters, cyberattacks, or equipment failures, identifying vulnerabilities that could impact business operations.

The plan assigns clear roles and responsibilities to key personnel and teams, ensuring everyone understands their duties during an incident. To restore normal operations, the BCP outlines recovery strategies including the use of alternate facilities, backup systems, and manual workarounds. An effective communication plan is also critical, detailing how information will be shared internally with employees and externally with customers, suppliers, and other stakeholders throughout the disruption.

Data integrity is safeguarded through well-defined data backup and recovery procedures, ensuring critical information is preserved and can be restored promptly. The plan also identifies the necessary resources—from personnel and technology to financial support—that are required to maintain business continuity. Regular testing and maintenance of the plan through drills and reviews help verify its effectiveness and allow for updates based on lessons learned or changes in the business environment. Finally, the BCP ensures compliance and documentation by aligning with applicable regulations and maintaining thorough records, supporting both operational readiness and audit requirements.

## **Business Continuity and Disaster Recovery Testing Program**

At Mastek, we ensure unwavering operational resilience through regular, comprehensive drills and exercises such as Call Tree Testing, Tabletop Simulations, and Data Restoration Drills. These proactive tests validate the strength and effectiveness of our business continuity and disaster recovery plans, while ensuring full compliance with ISO 22301 standards—safeguarding the continuous availability of critical network and communication services.

We conduct annual testing of business continuity and incident response procedures, or sooner if significant infrastructure changes occur, ensuring our preparedness evolves with our environment.

A detailed, organization-wide testing calendar spans all locations and delivery units, reinforcing the effectiveness of our plans. For client-facing delivery units, we maintain a sharp focus on compliance with customer-specific requirements, as outlined in contracts, to deliver consistent service excellence.

### **Assuring Excellence in Business Continuity Strategy**

At Mastek, we are deeply committed to upholding the highest standards of business continuity through a robust management system supported by rigorous internal audits led by our dedicated compliance team. These continuous assessments ensure our processes align with industry best practices and drive operational excellence. To further validate our resilience, we engage independent third-party auditors annually, providing transparent assurance of the effectiveness and reliability of our business continuity strategies.

Additionally, Mastek proudly maintains SOC 2 Type II compliance, with comprehensive yearly evaluations centered on the Trust Service Principles of Availability, as defined by the American Institute of Certified Public Accountants (AICPA). This commitment to certification underscores our promise to deliver unparalleled business continuity and security, empowering our clients to operate with confidence in an ever-evolving risk landscape.