



NORWOOD UK

Business Continuity Policy

BUSINESS CONTINUITY POLICY

INTRODUCTION

Norwood UK's policy is to maintain the continuity of its activities, systems, facilities and processes and where these are disrupted by any event to enable it to return to 'normal' operations as soon as possible, taking fully into account the impact of any delay on Norwood's quality of service, reputation and finances.

This policy is intended to ensure:

- The concept of Business Continuity and our policy and approach is understood by all parties.
- Internal and external dependencies on customers, suppliers and resources implications are identified.
- Faculty and Directorate plans are developed to ensure recovery continuity is assured to an acceptable level in the event of an interruption to services.
- Plans are systematically maintained and tested.
- A programme of training and communication is put in place.

Objectives

The objectives of business continuity planning are to ensure that Norwood UK:

- Understands its critical activities and maintains the capability to resume operations within agreed timeframes, following the deployment of a contingency planning response.
- Increases resilience by protecting critical assets and data (electronic and otherwise) through a co-ordinated approach to management and recovery.

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- Minimises impacts using a focused, well-managed response activity.

Scope

All Norwood UK activities wherever conducted, must comply with the requirements of this Policy.

Requirements

Norwood UK requires:

- A standing Major Incident Team is formed based on a Gold-Silver-Bronze roles. MIT responsibility is to recover Norwood UK generic facilities, corporately managed systems and central data security and;
- The maintenance of a Major Incident Plan to guide the team on the recovery from major incidents. This to include call out arrangements and MIT operational requirements and the plan must be subject to testing at least bi-annually;
- Each division is responsible for maintaining a register of all local specialist, facilities equipment and data, carrying out a business impact assessment (BIA) and setting parameters on acceptable recovery times for each division management teams are responsible for planning for Business Continuity in response to their BIA. Registers and BIA's must be reviewed and updated at least bi-annually. Managers responsible for the delivery of Norwood UK's facilities should undertake a BIA for all facilities provided through them.

In compiling plans due consideration must be given to:

- Taking all reasonable measures to prevent and avoid any disruption to normal operations.

- Considering continuity planning and resilience implications in all process, project and system developments.
- Making advance arrangements for the recovery of infrastructure components (e.g. accommodation, transport, telecommunications, equipment and supplies).
- Making advance arrangements to re-locate or re-organise operations to allow critical processes to continue.
- Providing resilience for information systems and data, or alternative ways of working in the event of their failure.
- Protecting staff and third party welfare during and following an incident.
- Ensuring the effectiveness of Plans and recovery arrangements through robust and regular testing and training.
- Updating plans following significant changes to contingency planning requirements. Such changes may occur as part of organisational change planning and management.

Approval and review

- The policy must be reviewed and approved at least every two years.

Signed for and on behalf of the company

A handwritten signature in blue ink, appearing to be 'J Basford', written over a faint horizontal line.

J Basford – Business Development & SHEQ Manager