



WILSON JAMES POLICY STATEMENT

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| Policy Title | Business Continuity | Policy No. | G15 |
| Owner | Chief Executive Officer | Date Issued | Oct-13 |
| Author | Operations Readiness Director | Date Reviewed | Mar-24 |
| Scope | This Policy applies to all sectors and functions of the Wilson James business | | |
| Responsibility | The Policy owner is responsible for ensuring that this policy remains current and up to date and shall formally review the policy on an annual basis | | |

1 Introduction

The objective of Business Continuity Management System (BCMS) is to promote organisational survival by ensuring that critical business products and services can continue, or be recovered in a timely manner, following a disruption, thus ensuring: -

Operations are not adversely affected, thus maintaining the quality of management, and meeting statutory and regulatory requirements of the business

Customer expectations and quality of services continue to be met or managed, in such a way that customers are retained, and new business opportunities met

Reputation and image to stakeholders and the public are not negatively affected following business disruption

Profits and Stakeholder Value are maintained and do not suffer significant deterioration

2 Purpose

This policy is necessary to ensure that Wilson James business has appropriate escalation, command and control, effective communication processes and tested plans in place to protect the business in the event of a business interruption. With sponsorship at top management, all employees will support the business resilience programme, participating in plan development, testing, and exercising of the plans to embed the process across the business.

3 Responsibility

This policy applies across the corporate business and every member of staff has a responsibility to comply with and support this policy.

The Client Solutions Director is responsible for policy implementation at the corporate level and policy communication throughout the business.

The Business Continuity (BC) Champions will take the lead in delivering the top-level resilience planning (incident response and business continuity) across the business delivering education and awareness to all staff together with guidance on team level Business Impact Analysis (BIA) and plan development.

Team BC Champions are responsible for co-coordinating, development, maintenance and testing of their team BCP assisted by the Client Solutions Director.



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4 Policy Statement

A breach of this policy may result in the business being unable to continue operation of critical customer facing processes, with potential financial and reputational impact.

- 4.1 Key risks and potential business service failures will have comprehensive resilience plans documented within the BCMS Manual (section 8). The BCMS Manual clearly defines the incident command structure and escalation process. Response Plans are in place for the initial response to pre-identified potential emergency situations. Business Impact Analysis is in place at team level across the business as are Business Continuity Plans and these are available within the Wilson James BCMS. Templates are used to ensure that all critical and essential information is captured. A BC Champion is maintained for each business team who is be responsible for maintaining their team's BIA and BCP in consultation with the Operations Readiness Director. Key suppliers are encouraged to have a BCP in place.
- 4.2 Plans must be regularly tested, reviewed, and maintained in accordance with documented procedures and where a plan has been activated it must be reviewed immediately after the incident capturing the lessons learned from the incident.
- 4.3 Identification of BCM priorities is established from conducting a BIA and must be consistent with the business's service capability – this will be done at Business Function Level and reviewed by Senior Management.
- 4.4 Senior Management are committed to the continual improvement of the BCMS and will support Team BC Champions in all aspects of BC management.
- 4.5 All managers are responsible for implementing the policy within their areas of responsibility and own all resulting BC documentation, which should be maintained up to date and always fit for purpose.
- 4.6 The BCMS will be reviewed annually by the Operations Readiness Director or when significant changes are made to the business to ensure that the BCMS is current.
- 4.7 All plans will comply with the latest revision of the ISO 22301 International Standard for Business Continuity.
- 4.8 Senior Management are committed to satisfy all applicable requirements.

5 Objectives

- To maintain our third party UKAS approval to the latest revision of the ISO22301 standard
- Maintain the minimum level of services that are acceptable to the company to achieve stakeholder satisfaction during an unforeseen incident
- Regular awareness Business Continuity training/communication for all employees
- Achieve all regulatory, legal, and other requirements
- Maintain the emergency communications plan
- Maintain the Business Continuity and incident response team
- Conduct regular test and exercise of Business Continuity and response plans
- Maintain and continually improve our BCMS.



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6 Procedure and Other Related Documents

The Wilson James Incident Response, Business Continuity Plan and BCMS Manual shall detail:

- Policy; objectives; targets; controls; processes and procedures
- Leadership and management commitment
- How BCP sits within the context of the business
- Implementation and operation of the BCP policy and controls
- Implementation and operation of the BCP processes and procedures
- Performance evaluation
- Improvement
- Escalation process
- Command & control process with clearly defined roles and responsibilities
- Incident response plans addressing the potential risks faced by the business
- BIA / BCPs at team level - with some areas of the business having combined BIA & BCPs

7 Assurance Checks

- Key Risk Indicators – a risk register is managed by the Operations Readiness Director, all risks are evaluated and escalated to the Board of Directors for acceptance / mitigation
- Annual BC Commander Training with regular BC communications distributed throughout the business
- Annual testing and exercising of the BIAs and BCPs to confirm validity and update of the BIAs and BCPs
- Annual internal audit which includes a review of all BC Documents and plans
- Quarterly Management Review of the key elements of the BCMS chaired by the Business Performance Director and attended by the Operations Board.

Enquiry Contact

Please contact the Operations Readiness Director marc.bannister@wilsonjames.co.uk if you have any issues or questions relating to this Policy.