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Business Continuity Policy Statement

"Stability in testing times"

We recognise the critical importance of maintaining continuous operations and safeguarding our stakeholders against the impacts of potential disruptions. This policy outlines our framework for responding to incidents that pose a risk to our operations, ensuring the resilience and sustainability of our business in the face of unforeseen challenges.

Policy Objectives

- **Ensure Continuity of Operations:** To implement and maintain robust systems and processes that guarantee the continuation of critical business functions under various scenarios of disruption.
- **Minimise Risk:** To identify, assess, and mitigate risks to our operations, employees, customers, and supply chain through risk management.
- **Protect Assets and People:** To safeguard our physical and digital assets, as well as the health and safety of our employees and the public.
- **Comply with Legal and Regulatory Requirements:** To adhere to all UK laws and regulations relevant to business continuity.
- **Stakeholder Communication:** To establish clear, effective communication channels that ensure timely and accurate information dissemination to all stakeholders during a disruption.
- **Recovery and Restoration:** To develop and maintain plans for the rapid recovery and restoration of any disrupted services or operations to their normal state.

Commitments

- **Risk Assessment and Planning:** We will conduct regular risk assessments to identify potential threats to our business continuity and develop detailed plans to address these risks.
- **Training and Awareness:** All employees will receive training on the business continuity plan (BCP), including their roles and responsibilities within it. Awareness programs will be established to ensure ongoing vigilance and preparedness.
- **Testing and Exercises:** Our BCP will be tested regularly through drills and exercises, ensuring its effectiveness and the readiness of our team to implement it.

- **Review and Continuous Improvement:** The BCP will be reviewed and updated annually or following significant changes to our operations or business environment, ensuring it remains relevant.
- **Technology and Data Protection:** We will utilise technology to ensure the integrity and availability of our critical data and IT systems, including regular backups and redundancy measures.
- **Supplier and Partner Collaboration:** We work closely with our suppliers and partners to ensure they have compatible continuity plans in place, minimising the risk of supply chain disruptions.
- **Emergency Response and Crisis Management:** A dedicated team will be established to manage emergency responses and crisis situations, ensuring swift actions to minimise impact.

Implementation

- **Business Continuity Management Team (BCMT):** A BCMT will be established, comprising senior representatives from key business areas. This team will be responsible for the oversight, implementation, and maintenance of the BCP.
- **Employee Roles and Responsibilities:** Specific roles and responsibilities related to business continuity will be defined and communicated to all employees, ensuring clarity and preparedness.
- **Resource Allocation:** Adequate resources, will be allocated to support the BCP's implementation and maintenance.

We are committed to the highest standards of resilience and reliability. Our Business Continuity Policy is a testament to our dedication to our employees, customers, and partners, ensuring that we remain operational and responsive, even in the face of unforeseen disruptions. Together, we build a stronger, more resilient future for our business and all our stakeholders.

Original Signed   Date: 24 February 2026

John Constable
Chairman & Professional Head
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