

INTEGRATED MANAGEMENT SYSTEM

QMS, EMS, OHSAS, ISMS, BCMS

BUSINESS CONTINUITY POLICY

Author:	Hugh Lawson
Owner:	Alex Cassells
Organisation:	Pointer Ltd
Document No:	
Version No:	1.3
Date:	6 th July 2022

ONE STANDARD

SINCE 1972

POINTER

inform & protect

POINTERFIRE

JGE

Document Control

Version History

Version No	Version Date	Author	Summary of Changes
1.0	07/07/2021	Hugh Lawson	First Issue for IMS
1.1	17/01/2022	Hugh Lawson	Updating of Scope
1.2	23/06/2022	Hugh Lawson	Updating BIA info
1.3	06/07/2022	Hugh Lawson	Change of Owner & add ISO22301

Approvals

Name	Title	Date of Approval	Version No
Hugh Lawson	Technical & Compliance Manager	06/07/2022	1.3
Alex Cassells	Managing Director	06/07/2022	1.3

Reviews

Name	Title	Date of Approval	Version No
Hugh Lawson	Technical & Compliance Manager	06/07/2022	1.3

Summary / Purpose

This policy details the arrangements in place to manage, test and review business continuity (including information security) and recovery arrangements.

Scope

The design, installation, servicing, maintenance and monitoring of fire and electronic security systems.

The locations covered by this policy is detailed in the **Integrated Management System Manual Section 1.2 Overview and Scope**.

The Business Continuity Management System is registered and assessed to ISO 22301:2019. Our Support Office in Glasgow and Fire Office in Leeds are in scope of the certification of ISO 22301:2019. The scope will be extended to other parts of the business as our BCMS matures.

Applicability

This policy applies to all colleagues involved with any activities covered by the above scope. Unless otherwise stated the processes, procedures and instructions outlined in this policy must be followed and failure to follow this policy could lead to disciplinary action.

Policy

a. Statement of Intent

This policy set out the arrangements for business continuity in response to any unplanned incidents that could affect normal operations, strategy for the avoidance of disruptive incidents and how the consideration of business continuity is incorporated into the overall management systems.

b. Business Continuity and the Organisation

Business Continuity Management System (BCMS) is comprised of the company Integrated Management System (IMS), this Business Continuity Policy and Business Continuity Plans. The scope of the BCMS is consistent with the scope detailed in the IMS.

An overview of this BCMS is included in **IMS1 Section 1.2 Overview, Scope and Filing System**.

The organization's activities, functions, services, products, partnerships, supply chains, relationships with interested parties, and the potential impact related to a disruptive incident is documented across the IMS and following key BCMS documents;

- **Business Impact Analysis Register**
- **Business Continuity Register**
- **Business Continuity Risk Register**
- **Business Continuity Plan / Disaster Recovery Plan**

Links between the business continuity policy and the organization's objectives and other policies, including its overall risk management strategy is outlined within the above documents.

Interested parties relevant to continuity arrangements - relevant interested parties are identified and logged on the **Register of Third Parties** and these interested parties are considered when reviewing risks. The requirements of interested parties are also logged including any requirements identified for continuity and legal compliance.

Legal and regulatory requirements - needs and expectations of interested parties listed on the **Register of Third Parties** includes consideration of applicable legal and regulatory requirements as well as any requirements that relate to continuity of operations. Any identified legal requirements are included in the **Register of Legal Compliance for Information Security** and reviewed on an ongoing basis and formally reviewed at least annually during **Management Review**.

c. Continuity Responsibilities

Leadership and Commitment - this continuity policy, the IMS and business continuity plan are all intended to be a clear demonstration of the management's commitment to business continuity. Responsibilities in terms of control, approval and other responsibilities are clearly defined.

Overall responsibility of the BCMS is the Managing Director for Pointer Ltd.

Other responsibilities are detailed in the **Integrated Management System Policy Section 2.2** and specific continuity responsibilities are detailed in **Business Continuity Register / Plans** including details of emergency response teams.

d. Planning and Support

Business impact analysis and risk assessment - a formal documented process for business impact analysis and risk assessment has been outlined in **PIP 13 Risks and Opportunities Procedure**, the **Risk Registers** include risk treatment plans. The context of the assessment and criteria is defined in **Risk Register** which is used to evaluate the potential impact of a disruptive incident. Any legal and other requirements (e.g. contractual) are taken into account when assessing risks.

A review of all business operations is completed and reviewed at least annually to ensure all business-critical functions are identified and that any assumptions are reviewed. Review of critical functions may be documented using **Business Critical Function - Appraisal** and overview summarised on the **Business Continuity Risk Register** with continuity arrangements in place for each function then detailed in **Business Continuity Plan**.

Business Continuity Objectives

Objectives related to business continuity are documented using **PIP 69 – Objectives, KPI's and Improvement Programmes** and are formally reviewed during **Management Review**. Further details on company objectives are covered in the **Business Continuity Policy Statement P-34**.

Resources and Competence - the resources needed for the establishment, implementation, maintenance and continual improvement of the BCMS is provided. **PIP 04 – Competence, Awareness and Training** outlines the procedure for managing competence within the organisation.

Awareness and Communication – PIP 28 – Communication and Consultation identifies the internal and external communications that are relevant to the management system and lists what, when and with whom

to communicate. The **Business Continuity Plan** details roles and ways of communication during disruptive incidents.

Suppliers – approved key suppliers are listed on our **Approved Supplier Register** and new suppliers required to complete supplier appraisal using our **Online Supplier Questionnaire**. If a supplier is identified as having a high risk to business continuity, further evaluation of their capabilities should be completed and documented using a **Supplier Continuity Appraisal**. Outsourced processes are controlled and managed on an ongoing basis.

e. Business Continuity Strategy

Key risks and business impact analysis is included in the **Business Continuity Risk Register**. Control measures and continuity arrangements are identified as part of the business continuity strategy for each risk and business impacts related to continuity of critical business functions, products and services. Timeframes for the resumption of each of the continuity arrangements are defined in **Business Continuity Risk Register** and supported by **Business Continuity Plan**.

Business Continuity Plans - business continuity plan outlines the immediate steps to be taken when there is a disruption to business operations. The responsible person / response team is identified and contact details for key customers, suppliers, utility companies, emergency, insurance and local authority are included. Business continuity plans are prepared to cover all critical processes identified within the **Business Continuity Risk Register** and details all the continuity and recovery arrangements to follow. Ongoing review and monitoring as summarised in **Business Continuity Risk Register** will be completed to ensure continuity plans remain suitable and up to date.

Communication - The incident response structure and responsible person for communication in various circumstances is outlined in the **Business Continuity Plan**. The plan covers internal and external communication as well as emergency response. Ongoing monitoring for detection of incidents are detailed in the **Business Continuity Risk Register** and outline when continuity plans should be triggered.

Continuity Testing - Applicable testing of continuity procedures is conducted at planned intervals as detailed in the **Business Continuity Risk Register**. Testing completed can be documented using our **Business Continuity Rehearsals Register** with post-test outcomes, recommendations, and actions to implement improvements based on the result. Any issues or actions identified should be dealt with as per **PIP 26 Corrective and Preventative Action** Process and recorded in our **Issues Register**.

Monitoring, measuring, analysis and evaluation – All ongoing monitoring and measuring to ensure continuity is outlined with the **Continuity Risk Register**.

Internal audits - Internal audits of continuity arrangements will be completed periodically as per the internal audit schedule **PIP 20 – Internal Audits and Inspections**.

Management Review - the elements specific to the BCMS will be reviewed as part of the management review. This will include adequacy of business continuity procedures, arrangements and objectives as well as risks, issues and internal audits related to business continuity. **PIP 03 – Management Review** details our Management Review Procedure

Problems and Improvement - The process of dealing with problems or improvements is detailed in **PIP 26 Corrective and Preventative Action**. Any issues identified should be logged on our **Issues Register**.