

COMPANY POLICY

BUSINESS CONTINUITY

The agreed purpose of our Business Continuity Management Programme is to make sure that we will provide a comprehensive system that continuously seeks to improve the resilience of the firm and enables the delivery of an effective response and recovery capability for any business disruption. The programme will minimise the impact on our people, client services, business operations, and protect the Instalcom brand.

To achieve this, we will:

- Continuously improve the business continuity programme in line with industry best practice, to increase the resilience of the firm to disruptive events.
- Ensure an effective level of day-to-day management of Business Continuity matters.
- Use Business Impact Analysis to adequately understand business processes and identify prioritised activities that require additional risk treatment and the development of protection and recovery solutions. Risks shall be reported within the firm's overall risk management strategy.
- Document appropriate Business Continuity Management Strategies that account for the requirements of business operations, seeking to minimise the impact of disruptive events and activate a rapid and effective response capability.
- Develop and implement Incident Management and Business Continuity Plans and supporting solutions that will ensure a timely and appropriate response and recovery to any incident, adopting an 'all-risks' approach.
- Liaise, where appropriate, with our key service suppliers to provide assurance on their Business Continuity capability.
- Provide continuing assurance over the performance of the Incident Management and Business Continuity plans through a programme of exercises, regular maintenance and internal review.
- Actively build and embed a Business Continuity culture throughout Instalcom, and outward into our key suppliers and beyond, through a planned programme of awareness-raising activities where required.
- Set and monitor key performance objectives to manage our Business Continuity programme.
- Comply with ISO22301.



Signed.....Date: 03/01/22

Vince Bowler - Managing Director

