



## **BUSINESS CONTINUITY POLICY**

### **1. POLICY**

It is ServicesNowGroup policy to develop, implement and maintain a Business Continuity Management System that meets the requirement of and is certified to the ISO 22301 standard.

The scope of this policy applies to all of ServicesNowGroup operations including: all of the IT facilities, systems and services that support the delivery of typing and reception services to business customers delivered by ServicesNowGroup from its operational location in Borehamwood and other locations in the UK.

Our policy for maintaining the ServicesNowGroup Business Continuity Management System is based on the fundamental principles of measuring and planning for continual improvement in the areas of Business Continuity performance. This is achieved by establishing, implementing and reviewing objectives for Business Continuity management, which are documented and managed within the Company's Continuous Service Improvement Plan.

We will continually review the suitability of our integrated management system, procedures, technological advances and working practices in conjunction with demands and expectations from our customers, employees and any person(s) working under the company's control, to ensure that they are appropriate to the nature, scale and impacts of the company's activities, products, services and risks.

ServicesNowGroup is committed to:

- Complying with all applicable Business Continuity Management System requirements in accordance with IO 22301;
- Maintaining the awareness of all employees and person(s) working under the control of ServicesNowGroup so that they can identify and fulfil contractual, legislative and company Business Continuity responsibilities;
- Protecting the Company's ongoing ability to meet contracted commitments through appropriate Business Continuity;
- Ensuring that operational services are not disturbed when responding to an incident or disaster that affects our business functions and ability to provide services to our clients;
- When responding to specific disruptors identified in the BCP, to re-establish Normal Activity Level or a sustainable on-going business level in line with stated Recovery Time Objectives;



- Communicating this policy and the results of our activities, to members of the company, person(s) working under the company's control and any other interested parties as appropriate.

This Policy Statement will be on the ServicesNowGroup website and available to any interested parties. It is communicated to all employees and person(s) working under the control of ServicesNowGroup and is supported by the Company's Integrated Management System Overview, which provides further details on roles & responsibilities.

The Policy is reviewed on an annual basis by ServicesNowGroup Directors.

## 2. APPLICABILITY

This document is applicable to all ServicesNowGroup staff and contractors.

Approved by .....Managing Director

Date 29<sup>th</sup> May 2018

## 3. REVISION HISTORY

Date	Version	Author	Reason
24/03/17	Draft	S Diver/J Bailey	Draft
29/03/17	V1	M Park	Approved for use
29/05/18	V2	A Downes	Annual review identified general improvements to policy wording