

1 Purpose and Definitions

Business Continuity Management (BCM) is a process that seeks to ensure minimal disruption to critical services, information assets and core business in the event of a major interruption/breakdown/incident and assists departments in reinstating normal services as quickly as possible. Business continuity (BC) is a key component of resilience, and all International Associates operations shall align their business continuity arrangements with the requirements of ISO 22301:12 – Business Continuity Management System.

This Business Continuity Policy outlines how International Associates Limited ('the Company') will implement an effective business continuity management system.

The Company defines a business continuity incident as:

“An event or occurrence that disrupts, or might disrupt, an organisation's normal service delivery, below acceptable predefined levels, where special arrangements must be implemented until services can return to an acceptable level. This could be a surge in demand requiring resources to be temporarily redeployed.”

2 Strategic Aim

This policy aims to establish a business continuity management system that enables The Company to be a resilient organisation capable of providing excellent and reliable services, and meeting regulatory requirements whenever required.

3 Objectives

- The Company will take all reasonably practicable measures to ensure the continuation of its critical services during any service disruption period.
- The Company will conduct a business impact analysis in order to determine and prioritise its critical services.
- The Company will determine strategies for mitigating the impact of specific risks and threats.
- The Company will maintain plans detailing business continuity arrangements.
- The Company will ensure plan validity and staff competency through continual review, training, and exercise.
- The Company will collate incident and near-miss reports to identify lessons which can be learned from service disruptions.



Martin Coles

Operations Director of International Associates Limited

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