The Typing Works Limited - Business Continuity Policy

1. Introduction

The Typing Works Limited is committed to providing a business continuity programme that seeks to protect the welfare of staff, visitors and contractors and continue the delivery of Transcription, Copy Typing and Translation services at acceptable predefined levels, following a disruptive incident. This policy provides the aims of the programme, the scope of products and services included, and the responsibilities of staff for the successful delivery and continuous improvement of the Business Continuity Management System (BCMS).

2. Aims and scope

2.1 Aims.

1. Establish a framework for building organizational resilience with the capability of an effective response that safeguards the interests of stakeholders.
2. Establish appropriate business continuity targets and solutions for prioritised services that protects the successful delivery of the corporate strategy.
3. Embed business continuity within the organization so that it becomes part of business as usual.
4. Continuously improve the business continuity programme and align it with the Business Continuity Institute's Good Practice Guidelines.

2.2 Scope

In scope: Transcription and Translation Services.
Out of scope: None.

3. Legal and regulatory requirements

Strict adherence with GDPR and similar data protection regulation in terms of data transfer and holding personal data at any point during incidents.

4. Roles and responsibilities

4.1 Board

- Allocate executive responsibility for business continuity.
- Approve the business continuity policy and ensure the objectives of the business continuity programme align with the strategic direction of the organization.
- Communicate the importance of business continuity to staff and the need to conform to the requirements of the BCMS.
- Provide direction and strategic support when necessary.
- Participate in business continuity exercises, as required, and promote continual improvement.

4.2 Executive Director

- Appoint one or more persons to be responsible for the BCMS with appropriate authority and competency to establish, implement, maintain and improve the BCMS.
- Oversee the development and monitor the implementation of the BCMS to ensure it achieves its intended outcomes.
- Ensure the resources and budget needed for the BCMS are made available.
- Conduct management reviews of the performance of the business continuity programme.

4.3 Steering Group

- Agree policies and targets for the BCMS that are compatible with the strategic direction of the organization.
- Monitor performance of the BCMS and support corrective actions within areas of responsibility.
- Communicate the importance of effective business continuity management and conforming to the requirements.
- Promote continual improvement.

4.4 Business Continuity Professional

- Establish a BCMS that aligns with the Business Continuity Institute's Good Practice Guidelines.
- Develop the business continuity processes and procedures required to deliver the BCMS.
- Support and coordinate planning across departments. This will include, where appropriate:
  - o Provision of business continuity templates. o Provision of training material for completing the templates. o Collaborating with relevant disciplines to address risk. o Support and advice regarding appropriate business continuity solutions. o Guidance for validating business continuity plans.
  - o Monitoring the progress of business continuity planning.
- Establish, maintain and improve a major incident management plan and exercise the plan once annually.
- Establish performance metrics and provide regular updates to the Executive Director.
- Provide quarterly reports to the Steering Group.

4.5 Department Heads

- Understand the most serious risks that could disrupt the prioritised activities and provide direction on the business continuity planning priorities where necessary.
- Ensure the department resources needed for the BCMS are available by assigning responsibility for business continuity planning within areas of responsibility.
- Ensure the integration of business continuity in the department business processes.
- Approve business continuity plans within areas of responsibility.

4.6 Department Business Continuity Representatives

- Complete and maintain a business impact analysis for the department. This will be reviewed once annually and immediately after any significant change to the structure of the department or services provided.
- Identify and regularly review risks to prioritised products, services and activities and establish the controls necessary to bring the risk within the organization's risk appetite.
- Design and develop appropriate business continuity solutions to continue the delivery of prioritised services following a disruptive incident. Business continuity solutions will be

documented in a business continuity plan and reviewed after any significant changes, once annually, after the delivery of all exercises and after the resolution of all disruptive incidents.

- Support business continuity awareness activities within the department.
- Validate the business continuity plan with the use of exercises to an agreed schedule.

4.7 All staff

- Recognise an incident and report it to the relevant area.
- Understand relevant business continuity plans and associated roles and responsibilities.

5.   Related policies
None

6.   Document control
This policy will be reviewed by the Board once annually or after any changes to:

- services
- market conditions
- legal or regulatory requirements •   the approach to risk.

Once the Board have approved the policy it will be communicated to staff.

Version	Amendments	Author	Date
1.1	None	Peter Gresty	28.08.2024