Business Continuity & Crisis Management Plan

Operational Resilience Framework

Purpose

To ensure uninterrupted operations during crises, disasters, or cyber incidents.

1. Continuity Framework

- Tiered recovery objectives (RTO/RPO)
- Hot-site data replication across regions
- Emergency communication channels for staff and clients

2. Testing & Review

- Annual BCP simulations
- Third-party resilience assessments
- Real-time crisis management dashboard for executives