Business Continuity Policy

PHX050

Contents

Policy Statement

Mission: Phoenix operates a Business Continuity Management System that ensures the continuity of business activities in the event of adverse circumstances that are integral to the contingency of the business, to the ISO 22301 Standard.

The Business Continuity Policy encapsulates the processes and responsibilities associated with meeting ISO22301:2019, including the continual improvement and development of business continuity systems.

Policy Scope

This policy applies to all the technology systems, people and processes involved in Phoenix's business activities, including suppliers. It requires that responsibilities, processes, and procedures are developed, maintained, and improved and in doing so, ensuring that Phoenix is prepared for business continuity and recovery of systems on which it depends to trade and perform its business obligations with interested parties, in an efficient and effective manner.

Scope Statement

"The Business Continuity Management System applies to all our services which include software licensing, managed services, hardware, Software Asset Management, and IT Consultancy. The sectors serviced are Public Sector, Charities & Housing Associations, Education and Corporate. Sales and services are delivered by the employees, systems and business processes within Blenheim House, York Road, Pocklington, York YO42 1NS."

"Services" in the Business Continuity Management System applies to the reselling of vendor software and Intellectual Property that is developed within the business.

Business Continuity Aims

The subject of business continuity at Phoenix is a valued business requirement as it ensures that trading can succeed despite unlikely circumstances that may affect its ability to utilise the skills of its staff (people), utilisation of premises to trade (premises), access and performance of its systems (technology) and availability of company data access (information) and finally access to its 3rd parties to consume services required for Phoenix to trade effectively (suppliers). The aims of the Business Continuity Management System are that people, premises, technology, information, and supplies will all be considered in business impact assessment and risk analysis and where risks are identified they will be mitigated, and procedures considered.

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Please treat this information as private and confidential.

Business Continuity Objectives

To ensure an appropriate and effective business continuity response is in place, the following objectives have been identified:

BC Objectives	How we measure	How we monitor performance	KPI
Minimise downtime for employees	Availability of VPN Availability of systems and applications accessed remotely	Number of technical issues raised related to remote working Ability to restore within target RTO	Availability of services accessed remotely falls within overall company service level target for year: 99.9% Service uptime (measured against 24x7x365)* 99.9% Oasis services 99.9% authentication services uptime 99.9% of core network services 99.9% Sage services uptime 99.9% Payroll services uptime 100% Restoration success of all tested backups All performed restores are successful and completed within the defined RTO *excludes planned maintenance windows
Supply chain continuity	Ability to place orders without business disruption during adverse conditions	Number of orders impacted by Mainline supplier failure Number of alternative suppliers utilised when primary supply fails	100% orders processed over course of current FY No customer related complaints based on failure to supply to any contractual SLA's
Customer service continuity	Ability to service customers and not breach SLAs during adverse conditions	Number of customer service-related complaints during adverse conditions Number of SLA breaches during adverse conditions	No complaints raised over course of current FY
Testing and reviewing of Continuity Plans	Scheduled tests and desktop exercises	Review of test results, lessons learned, and actions generated	Minimum of four desktop exercises per FY All business-critical departments have an in-date, reviewed BCP
All business continuity policies reviewed within a twelve-month period	Review of all business continuity policies & procedures	Tracking of reviewed policies	All live Business Continuity policies on Hub have an authorised approval date within the last 365 days

Monitoring and measuring of Objectives will be reviewed and discussed during scheduled Business Continuity Committee meetings and communicated to Top Management through Management review meetings, performed at least annually.

Business Continuity Invocation

Business continuity is embedded within the activities provided within Blenheim House. The Board of Directors, Executive Committee and Business Continuity Committee are all involved in the decision making of the implementation. Invoking of any business continuity scenario requires agreement between the above parties as identified in the PHX049 Crisis Management Plan.

Policy Compliance

If any user is found to have breached this policy, knowingly or unknowingly, that may be subject to Phoenix disciplinary procedure. If a criminal offence is considered to have been committed further action may be taken to assist in the prosecution of the offender(s).

If you do not understand the implications of this policy or how it may apply to you, please seek advice from the Phoenix HR Manager or any member of the Business Continuity Committee.

Policy Governance

The following table identifies who within Phoenix is Accountable, Responsible, Informed or Consulted with regards to this policy. The following definitions apply:

Responsible – the person(s) responsible for developing and implementing the policy
Accountable – the person(s) who has ultimate accountability and authority for the policy
Consulted – the person(s) or groups to be consulted prior to final policy implementation or amendment
Informed – the person(s) or groups to be informed upon policy implementation and after significant change.

Responsible	Business Continuity Committee
Accountable	Managing Director/Operations Director
Consulted	Directors, Business Continuity Committee
Informed	All Employees and interested parties.

Version Control

Author	Version	Date	Description
Richard Foster	1.0	26/04/2017	Original
Richard Barwick	2.0	02/08/2018	Annual Review
Amy Trimble	2.0	04/12/2019	Annual review – No Changes
Richard Barwick	3.0	21/02/2020	Cloud Telephony
Amy Trimble	3.0	02/04/2021	Annual review – No Changes
Shaun Tosler	4.0	13/10/2021	DR Compute Location
Amy Trimble	5.0	22/03/2022	Addition of objectives and changes to reflect ISO 22301 adoption
BCC	6.0	19/09/2022	Updates to the invocation – reference to the Crisis Management Plan
BCC	6.1	12/07/2023	Revised Objectives

Document Approval

Name	Version	Date	Position
Richard Foster	1.0	26/04/2017	Service Desk Manager
Clare Metcalfe	2.0	02/08/2018	Operations Director
Clare Metcalfe	3.0	04/12/2019	Operations Director
Clare Metcalfe	4.0	13/10/2021	Operations Director
Clare Metcalfe	5.0	22/03/2022	Operations Director
Clare Metcalfe	6.0	19/09/2022	Operations Director
Clare Metcalfe	6.1	14/07/2023	Operations Director

Signed: *Clare Metcalfe*   Clare Metcalfe, Operations Director

Dated: 14/07/2023