serco

Business Continuity & Crisis Management

Business Continuity & Crisis Management plans and processes support Serco by building an effective and resilient capability to prepare for and respond to disruption that may affect our business and our customers.

The need to identify and mitigate foreseeable business or service continuity disruptions, as well as considering and preparing for unseen events is critical to a successful response to and recovery from any single or multiple crisis.

An effective business continuity management system reduces the impact and gives us confidence in our abilities to recover our business operations and the services provided to our customers and citizens across the Group.

We will:

- understand the business continuity risk profile of our contracts, services and operations & establish recovery priorities
- document Crisis Management, Business Continuity and Incident Management actions required
- ensure that IT Disaster Recovery plans are in place where there is a significant dependency on IT
- comply with applicable external requirements, including contractual, legislative, regulatory and industry best practice requirements
- build a culture that actively encourages business continuity awareness, builds resilience from the outset and ensures we co-operate with our partners, meeting and exceeding the expectations of our regulators and customers
- ensure that our business continuity arrangements are aligned with our customer's arrangements

- create a robust control environment that reduces negative impacts to our business performance
- ensure an effective Business Continuity and Crisis Management compliance plan is in place with action plans to address non-compliance and findings
- ensure Business Continuity and Crisis Management responsibilities are clearly defined, resources are identified and have the appropriate knowledge, skills and experience to carry out this work
- develop exercises and tests to ensure continuous improvement and lessons learnt are incorporated into our processes.

We will put this policy into practice by applying effective standards, operating procedures and processes to ensure we identify, secure, deliver, retain and grow the business in a managed and responsible way.
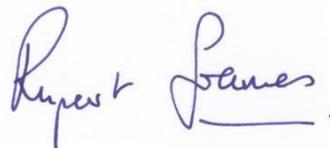
Rupert Soames

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