Business Continuity Policy

1. Introduction

ICAP OUTSOURCING SOLUTIONS is committed to protecting the well-being of staff, contractors, and visitors in the workplace and to continue providing products and services to customers at acceptable levels following the end of an event that has interrupted its operations. ICAP OUTSOURCING SOLUTIONS is committed to meeting all legal and regulatory requirements and to constantly improving business continuity so that our customers have an exceptional and uninterrupted experience when interacting with our business.

2. Objectives and scope

The strategic objectives of the business continuity program are:

- Minimization of risk in time-critical activities required for the delivery of products and services, through collaboration with the relevant structures.
- Establish appropriate business continuity goals and solutions for the priority activities required to continue delivering products and services after an interruption.
- Integration of business continuity throughout ICAP OUTSOURCING SOLUTIONS, so that it becomes part of normal operation, and the program is continuously improved.

3. Business Continuity Management System

The business continuity system uses the [Plan, Do, Check, Act] model of the ISO 22301 standard. Responsibilities include:

Board of Directors
- Assign executive responsibility for business continuity.
- Approve the business continuity policy and ensure that the program's objectives are aligned with the strategic direction of ICAP OUTSOURCING SOLUTIONS.
- Communicate the importance of business continuity to staff and the need to comply with the requirements of the Business Continuity Management System (BCMS).
- Provide guidance and strategic support during crises when necessary.
- Participation in business continuity exercises and the promotion of continuous improvement.

Director
- Appoint one or more persons responsible for the BCMS with the appropriate authority and sufficient capacity to establish, implement, maintain, and improve the BCMS.
- Supervise the development and monitor the implementation of the BCMS to ensure the achievement of expected results.
- Ensure the necessary resources and budget for the BCMS are available.
- Conduct regular evaluations of the business continuity program's performance.

Team – Business Continuity Managers

• Agreement on policies and goals for the BCMS that are compatible with the strategic alignment of ICAP OUTSOURCING SOLUTIONS.
• Monitor BCMS performance and support corrective actions within responsibilities.
• Communicate the importance of effective business continuity management and compliance with the requirements.
• Promote continuous improvement.
• Establish a BCMS that [e.g. aligns with or meets the requirements of ISO 22301].
• Development of the required business continuity procedures for the delivery of the BCMS.
• Support and coordination of planning by departments. This includes:
  • Provision of business continuity standards.
  • Provision of educational material to complete the standards.
  • Cooperation with the relevant disciplines to address risk.
  • Support and advice on appropriate business continuity solutions.
  • Guidance for validating business continuity plans.
  • Monitor the progress of business continuity planning.
• Establish, maintain, and improve a crisis management plan and execute the plan once a year.
• Formulate measurable performance indicators and provide regular updates to the Director.

Department Heads

• Comprehend the most serious risks that could disrupt business priorities and provide guidance on priorities in business continuity planning.
• Ensure that the necessary department resources required for the BCMS are available while retaining responsibility for business continuity planning within their responsibilities.
• Integration of business continuity into the department's business processes.
• Approval of business continuity plans within their responsibilities.

Staff

• Report incidents in the respective area.
• Comprehend relevant business continuity plans and related roles and responsibilities.

4. Relevant policies

The BCMS will complement and comply with other internal policies, including, but not limited to, [Risk Management, Health & Safety, Information Security, Data Protection and Security].

6. Document control

Version history

Version	Amendments	Author	Date
2	Business Continuity Team	BCT	10/11/2023

Approval history

Version	Approved by	Status	Date of approval
3.0	ELIAS ALEVIZOS	Active	10/11/2023