Business Continuity Policy
INTEGRATED MANAGEMENT SYSTEMS

Policy

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NODE4
Empowering business to do more

Policy Statement

Node4 will provide an effective Business Continuity Management Program to support our customers and partners who are reliant on the continued delivery of critical services and infrastructure, enabling them to continue to operate with the minimum of disruption. Node4 will continuously seek to improve the delivery, response and recovery capability of disruptive events to minimise the risk and impact on our people, customers, and business operations.

To achieve this, we are committed to:

- Ensure there is an effective day-to-day management team, Board support and Governance in place to manage the Business Continuity Program.
- Continuously improve the Business Continuity Program in line with industry best practice; to increase the resilience and minimise the impact of disruptive events.
- Use Business Impact Analysis to understand business processes and identify and prioritise activities that require additional risk treatment and recovery solutions, forming the Business Continuity strategy.
- Document appropriate Business Continuity strategies relevant to business operations; seeking to minimise disruptive events' impact by responding in a timely and cost-effective manner.
- Develop and implement Crisis Management, Incident Management, and Business Continuity Plans to ensure a timely and appropriate response and recovery to any incident using a 'risk-based' approach.
- Communicate where appropriate with key suppliers to provide assurance on their Business Continuity capability.
- Provide continuing assurance over the Crisis Management, Incident Management and Business Continuity Plans' performance through a programme of Business Continuity Exercises, regular maintenance, internal and external review.
- Embed a culture of Business Continuity awareness through continuous training relevant to people's respective roles and responsibilities.
- Set and monitor key performance objectives to manage our Business Continuity program.
- Comply with ISO22301:2019 – Business Continuity Management System – requirements, which will be independently certified by an accredited body.

Accountability and Governance

The Board of Node4 has approved this policy and our commitment to the Business Continuity Management Program. Compliance is responsible for monitoring adherence to this policy, retaining relevant documentation, and ensuring that it is continually supported by the senior management team and is kept up to date.

Training and Communication

Employees must familiarise themselves with this policy and ensure that they have the appropriate level of knowledge for their specific roles to contribute and improve Business Continuity continuously.

Signed:

Ian Thomas - COO 02/06/2021