



INTRODUCTION

The aim of Business Continuity Management is to ensure that an organisation is prepared such that it can maintain the highest possible levels of acceptable operations and service when faced with unplanned interruptions. There are a wide variety of threats that could disrupt an organisation, and only by fully understanding these can the organisation plan to prevent them having an impact.

Effective Business Continuity Management provides a co-ordinated approach to both planning and reaction, and includes disaster recovery activities which will be required to ensure a timely return to normal operations should an interruption incident be experienced. Some sectors will have legislative and contractual responsibilities driving their business continuity management programme: for others it is more simply a matter of planning for business survival.

POLICY OBJECTIVES

To ensure that Frost Creative has, at all times, a robust Business Continuity Plan in place. By a process of risk assessment, this shall identify and control those risks that the company considers to have the potential to cause unplanned interruptions to normal operations and/or the provision of normal service levels to external client and stakeholders.

To ensure that Frost Creative has, as an integrated element of the Business Continuity Plan, a comprehensive Disaster Recovery capability. Such capability shall be appropriate to restore normal operations and service in the event of an unplanned interruption being experienced.

To ensure that Frost Creative undertakes regular reviews and tests of its Business Continuity and Disaster Recovery Plans to ensure they remain relevant, functional and effective.

To ensure that Frost Creative stakeholders, employees, clients and suppliers understand the business benefit of undertaking Business Continuity Management activities, and the roles that they need to undertake to ensure it remains capable of protecting the business.

POLICY SCOPE

Frost Creative's Business Continuity Management Policy shall include the following:

- All data and working files are backed up and stored remotely. All our Graphic Designers and the Studio Manager have shared responsibility for this.
- Insurances are in place to replace any loss of equipment.
- Purple Computing support the company with I.T.

POLICY STATEMENTS

Frost Creative shall ensure it has a Business Continuity Management capability which:

- Safeguards the lives, health and welfare of its employees and any other persons involved with the delivery of Frost Creative operations or the delivery of services to clients.
- Safeguards Frost Creative's property and assets (including information assets), and including any non-Frost Creative property and assets (including information) entrusted to Frost Creative under a contractual agreement that specifically requires such safeguards to be in place.
- Aligns and complies with the requirements of identified applicable legislation and regulations, and any contractual requirements that have been agreed with Frost Creative's clients.
- Proposes, implements and manages appropriate controls to ensure that any identified threats and vulnerabilities shall be prevented from causing interruptions to Frost Creative's business.
- Includes an effective disaster recovery capability, which shall be available to address any interruptions that do occur, and which provide a process for returning to normal operations as quickly and safely as possible.
- Includes a formal programme of training and awareness, to ensure that all employees and any other persons included in the Scope of this Policy understand this Policy, related documentation, and their role in the delivery of the Frost Creative's business continuity capability.
- Provides for frequent testing of Frost Creative business continuity arrangements and emergency recovery plans, and allows for feedback and corrective actions to be incorporated where deficiencies or improvement opportunities are identified during tests.

RESPONSIBILITIES

The Business Continuity Manager shall be responsible for:

- Developing Business Continuity Plans in accordance with the direction provided by the Board of Directors, and act as the formal communication route to and from

them for all matters relating to business continuity and disaster recovery.

- Ensuring that location, activity and resource owners within Frost Creative have delivered upon their requirements.
- Ensuring that Business Continuity Plans (including disaster recovery options) are regularly reviewed, tested and audited, and that any identified corrective actions or improvement opportunities are promptly identified, addressed and resolved.
- Providing a programme of training and awareness to Frost Creative employees

Approved by (including date of approval)	Director of Frost Creative - December 2023
Review cycle	3-yearly
Date of next review	December 2026