

**Introduction**

Business Continuity Management (BCM) is the process that enables the SES Group to proactively plan and mitigate risks that could impact the operations, infrastructure, and services that the SES Group provides. BCM provides the SES Group with the capability to enable continuity of operations and services when combined with the support of staff following any disruptive event or incident.

The Business Continuity process is detailed below:



**Policy Statement**

**Aims and Objectives**

Business Continuity Management is essential to improving the resilience of the SES Group. The ability to detect, prevent, mitigate and deal with disruptive events is of paramount importance. BCM will enable the critical functions of the SES Group to continue in the aftermath of an incident. BCM will also enable the SES Group to return to ‘business as usual’ as soon as possible. The SES Group aims to continuously develop, implement and resource a BCM programme that will manage any disruption that could occur.

The BCM programme has the following objectives:

- To increase the profile of BCM within the organisation and ensure all staff are aware of plans, their roles within the plan and correct training is provided to enable this.
- To identify critical functions of the organisation and develop suitable business continuity plans to mitigate the timescale of any outage caused by an incident.
- To define plans, assign responsibilities and roles to best respond to incidents
- To engage in BCM on a cyclical basis subject to regular reviews, audits and exercises.
- To develop the programme to enable continuous improvement in line with the Business Continuity Institutes Good Practice Guidelines and ISO 22301
- To embed Business Continuity into the culture of the SES Group so that it will become an integral part of the decision-making process.

### Scope

The Scope of the Business Continuity Programme will operate across the whole of the SES Group. This includes the four divisions of the organisation, Security, Events, Recruitment and the Academy. The BCM programme will also incorporate the organisations Disaster Recovery plans. The SES Group works with a number of partner organisations to deliver its services. A risk-based approach will be utilised to ensure such partner organisations meet the expectations of the SES Group with regards to their own BCM and risk management.

### Operational Framework

#### Management of the BCM Programme

- The programme will follow the Business Continuity Lifecycle set out in ISO 22301 and will align itself where appropriate with the standard.
- All the SES Group divisions and satellite offices will go through the business continuity process. This will require the identification of critical functions and the adequate resources to make the appropriate arrangements should an incident cause a disruption.
- The BCM programme will be co-ordinated by the Group Risk Manager however individual divisions and satellite offices will be expected to nominate an appropriate person to co-ordinate the Business Continuity arrangements on a local scale.
- All documents will be reviewed on an annual basis as a minimum, with updates provided should there be any change in key personnel, premises or suppliers.
- Exercise of Business Continuity Plans will be performed on an annual basis.
- Training and awareness will be ongoing in order to embed BCM into to the culture of the SES Group.

### Roles and Responsibilities

#### The SES Group Business Continuity Manager

The role of Business Continuity Manager will form part of the responsibilities of the Group Risk Manager. This will involve:

- Raising the profile of BCM across the organisation and ensuring information is available to staff in order to embed Business Continuity into the culture of the SES Group.
- Providing advice and guidance throughout the BCM process.
- The development of appropriate templates to capture Business Continuity plans and arrangements.
- Supporting each division and satellite office in completing the Business Impact Analysis (BIA) and producing Business Continuity Plans (BCP)
- Provide relevant training and exercising of the BCP
- To review the programme to ensure it remains fit for purpose.

#### Staff

It is of paramount importance that all staff are aware of the BCM programme. Staff should be aware of any arrangements within the BCP's that involves them, such as how they will be contacted or notified of any incident and where they should report to should they not be able to gain access to their usual place of work.

#### Related Areas

##### Risk Management

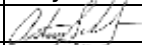
Business Continuity and Risk Management are overlapping disciplines that are concerned with the good governance of the organisation and raising the awareness of risks that the organisation is exposed to. However, BCM differs to Risk Management as BCM focuses specifically on the risks that could cause a disruption to the organisations service delivery, whereas Risk Management is concerned with the holistic risk that the organisation faces. BCM can be used as the treatment for certain risks identified within the SES Group Corporate Risk Register and priority should be given to those risks identified to providing the greatest impact.

##### Internal Audit

As part of the review and monitoring of the BCM programme, to supplement the reviews undertaken by the Group Risk Manager the internal audit will contribute to ensuring the BCM programme achieves the objectives within this document.

**Information Security**

Information Security covers the protection of all forms of information and is concerned with ensuring the confidentiality, availability and integrity of the information and data that the SES Group processes and stores. The protection against data loss is therefore a key part of business continuity.

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Date:	10/10/2024