Business Continuity Policy

As an ISO 22301 certified company, BCQ Solutions recognises the importance of ensuring the continuity and resilience of our business operations. Our Business Continuity Management System (BCMS) is designed to minimise the impact of disruptive events and restore priority products, services, and operations within the set Recovery Time Objectives (RTOs) and Minimum Business Continuity Objectives (MBCOs).

Detailed Recovery Strategies and Objectives

Our BCMS outlines specific recovery strategies for our priority products and services. These strategies align with our comprehensive risk management approach, ensuring that we are prepared to respond effectively to a range of potential disruptions.

Employee Engagement in Business Continuity

Employees across all departments play a crucial role in maintaining business continuity. We provide regular training and foster a culture of preparedness and responsiveness, ensuring that every team member understands their role in our continuity plans.

Supplier and Partner Continuity Collaboration

We collaborate closely with our suppliers and partners to ensure business continuity across our supply chain. This includes having robust continuity arrangements in place with all critical suppliers and partners.

Regular Testing and Continual Improvement of BCMS

Our BCMS is regularly tested and updated to ensure its effectiveness. We set and review objectives and targets to achieve continual improvement in our BCMS, and evolve strategies to adapt to new challenges and changes in the business environment.

Effective Communication During Disruptions

We have established a clear communication strategy to keep our customers, employees, and other stakeholders informed during disruptions. This ensures transparency and minimises the impact on our operations and customer service.

Legal and Regulatory Compliance

We are committed to adhering to all applicable legal and regulatory requirements related to business continuity, ensuring that our practices are compliant and up-to-date.

Incident Management and Rapid Response

Our incident management framework is designed for rapid response and effective management of disruptions, ensuring the swift restoration of services and operations.

Integration with Other Management Systems

Our BCMS is integrated with other management systems, including our Quality, Environmental, and Information Security Management Systems, creating a unified approach to organisational resilience.

Mark Wiseman
Managing Director
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