

# Business Continuity Policy

## Section 1 - Purpose and Context

(1) This Policy sets out the broad approach that (TWEK!) adopts with a view to protecting business continuity for the company and, in keeping with its obligations to them, (TWEK!) clients.

(2) The approach set out in this Policy is applied at all operational levels, but is designed with a particular focus on securing the continuation of business during and in the aftermath of a critical incident that has resulted in disruption to normal operations.

## Section 2 - Policy

(3) (TWEK!) applies the PPRR model to its business continuity planning, where:

P = Prevention: act to identify and eliminate or mitigate risks and their impact.  
 P = Preparedness: put response and recovery plans in place in advance and practice.  
 R = Response: enact response management plans to contain, control and minimise harm.  
 R = Recovery: enact recovery plans to minimise disruption and restore normal operations.

(4) With respect to critical business activities, the approach will be set out in a Business Continuity Plan. This Business Continuity Plan will be the blueprint (TWEK!) applies to help the business and, in keeping with its contractual obligations, (TWEK!) clients, respond to, reduce the impact of, and recover rapidly from incidents that impact critical business activities.

(5) (TWEK!) recognises that the environment in which it operates and its business in general is subject to change and that the company will need to adapt to that change continually over time (see also [Change Management Policy](#)). To facilitate such an outcome, the Business Continuity Plan will be reviewed and revised at regular intervals or on demand where need arises.

(6) Staff will be trained in the exercise of the plan and testing will be undertaken (at least biennially) to ensure the strategies incorporated are sound.

## Section 3 - Procedures

(7) Refer to the Business Continuity Plan.

## Status and Details

<b>Status</b>	Current
<b>Effective Date</b>	1st November 2019
<b>Review Date</b>	1st November 2021
<b>Approval Authority</b>	Director
<b>Approval Date</b>	1st November 2019
<b>Expiry Date</b>	To Be Advised
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