

## **Business Continuity Policy (Dual Directors: Operational & Strategic)**

### **Purpose**

This policy outlines how Renförd Recruitment Ltd will maintain essential operations and service delivery during disruptive events, reflecting its current structure with two directors — one operational (Simon Wright), one strategic (partner, non-operational at present).

### **Scope**

Applies to:

- Recruitment services (temporary and permanent placements)
- Compliance and onboarding processes
- Digital infrastructure (email, website, payroll)
- Communication with candidates and clients

### **Objectives**

- Safeguard the wellbeing of operational personnel
- Ensure continuity of recruitment services and client support
- Minimise reputational and financial impact
- Comply with REC standards and relevant UK legislation (GDPR, WTR, etc.)

**Responsibilities** | Role | Responsibility | Simon Wright | Director – Operational (Simon Wright) | Manages all continuity actions, including client communication, data access, and system recovery | | Director – Strategic (Partner) | Remains briefed on BCMS; steps into an operational support role as needed during significant disruptions or future expansion |

### **Exclusions**

- External events not under business control (e.g. Meta outages, client-side disruptions)
- Third-party suppliers unless covered by contract

### **Compliance & Testing**

- Secure data backups accessible by both directors, stored in encrypted locations
- System integrity and email security maintained via regular checks and DMARC protocols

- Annual policy review and continuity drill led by Simon Wright

**Review Cycle**

Evaluated annually or after any incident. Will be formally updated as the strategic director begins active operational involvement or as staff are added.