



# JCCP Business Continuity Policy

## 1. Purpose

The purpose of this JCCP Business Continuity Policy (BCP) is to ensure that the JCCP can continue to perform its critical statutory, supervisory, and oversight functions during and after a disruption. This policy establishes a framework for preparedness, response, recovery, and restoration of essential services in the event of incidents that may threaten operations, reputation, or public confidence.

## 2. Scope

This policy applies to:

- All Committees, units, and functions of the JCCP.
- All Trustees, employees, contractors, volunteers and temporary staff
- All information systems, facilities, and third-party services that support JCCP activities

## 3. Policy Objectives

The objectives of this policy are to:

- Safeguard human life, health, and safety
- Ensure continuity of critical JCCP functions and decision-making
- Minimize disruption to regulated entities and the public
- Protect information, assets, and records
- Maintain compliance with applicable laws, regulations, and international standards
- Preserve public trust and confidence

## 4. Governance and Responsibilities

### 4.1 JCCP Trustee Board and Oversight Committee

- Approves the Business Continuity Policy and framework following detailed review by the JCCP Oversight Committee.
- Provides oversight of business continuity preparedness and resilience

## **4.2 Senior JCCP Management**

- The JCCP Executive Chair and Registrar ensures effective implementation of this policy
- Allocates adequate resources for business continuity planning
- Acts as crisis leadership during major disruptions

## **4.3 Business Continuity Management (BCM) Function**

- Develops, maintains, and reviews business continuity plans
- Conducts business impact analyses and risk assessments
- Coordinates training, testing, and exercises
- Reports on business continuity readiness

## **4.5 Contractors and JCCP Trustees/Staff/Volunteers**

- Comply with this policy and related procedures
- Participate in training and exercises
- Follow instructions during incidents and disruptions

# **5. Risk Assessment**

A structured risk assessment shall be performed to identify and evaluate threats, including but not limited to:

- Natural disasters
- Cybersecurity incidents and data breaches
- Technology and infrastructure failures
- Pandemic and public health emergencies
- Loss of key personnel
- Third-party and supplier failures

# **6. Business Continuity Strategies**

Appropriate strategies shall be established to ensure continuity of critical functions, including:

- Alternate work locations and remote working arrangements
- Redundant and resilient ICT systems
- Data backup, retention, and recovery mechanisms
- Cross-training and succession planning
- Manual workarounds for essential regulatory processes

# **7. Incident and Crisis Management**

The JCCP shall maintain an Incident and Crisis Management Framework that:

- Defines escalation criteria and authority levels
- Establishes a crisis management team
- Ensures timely decision-making and coordination
- Supports communication with stakeholders, government authorities, regulated entities, and the public

## **8. Communication**

Effective communication arrangements shall be maintained to:

- Notify Trustees/staff/volunteers of incidents and instructions
- Communicate with key partners and stakeholders
- Coordinate with government, emergency services, and JCCP regulators (e.g. the PSA and the Charity Commission)
- Ensure consistent and accurate public messaging

## **9. Information and Records Protection**

Measures shall be implemented to:

- Protect the confidentiality, integrity, and availability of regulatory data including the JCCP practitioner Register (in association with Hamilton Fraser Resolution Ltd who manage and provide the JCCP Practitioner Register functions) and the JCCP Education and Training Register.
- Ensure secure access to information during disruptions
- Maintain essential records in line with legal and regulatory requirements

## **10. Third-Party and Outsourcing Arrangements**

The JCCP shall:

- Identify critical third-party services
- Ensure continuity requirements are included in contracts and service-level agreements
- Monitor and assess third-party relationships.

The JCCP has developed Memorandum of Understanding documents with all key suppliers and stakeholders – [see JCCP website for list](#).