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Business Continuity Policy

At Insight, we architect, implement, manage, and secure intelligent technology solutions that maximise the value of technology today and accelerate tomorrow.

From businesses and government bodies to healthcare and educational institutions, Insight provides organisations across the globe with the tools they need to run smarter.

A Fortune 500-ranked global provider of hardware, software, cloud and service solutions, our specialists provide clients with the guidance and expertise needed to select, implement, and manage complex technology solutions to drive business outcomes and achieve their goals.

Insight makes every effort to ensure that it is protected against risks and threats that could materially impact upon, disrupt, or interrupt its operations. As such, Insight EMEA has implemented a business continuity management program to protect the organisation, its people, brand / reputation, the interests of peers and the wider community.

The purpose of this policy is to formalise the Business Continuity Program to provide continuity plans for delivery through procedures and documented process, whilst providing guidance for developing and maintaining the program. To establish the basic principles and framework necessary to ensure immediate response, temporary resumption, and permanent recovery of Insight EMEA operations and business activities during a business interruption event.

Scope

- All EMEA locations, including warehouses.
- Complete catalogue of products and services.
- All departments, teammates, systems, infrastructure, data and assets.

Objectives

- To ensure competence of employees and clear communication of responsibilities within the BCP.
- To assess and continuously review potential threats to the business and the impacts of the threats.
- Provide reactive plan of action to support bringing the service level back to an acceptable level, whilst being mindful of client and employee welfare.
- Maintain security throughout, including building, assets and data.

The Business Continuity Program will deliver plans to support, but not limited to, the following potential threat/events:

- Man-made or natural disaster
- Loss of key data/information
- IT Infrastructure and/or Application failure
- Utilities failure
- Cyber Breach
- Epidemic/Pandemic
- Supply Chain Failures
- Political instability and Civil unrest
- Theft/Malicious damage
- Terrorism

Business Continuity Plans are to be based on Business Impact Analysis (BIA) and Risk assessments from all areas of the business. Based on findings from the above, the Business Continuity Plans will be reviewed for any updates on an annual basis.

Testing

The Business Continuity Plans will be tested at regular intervals no greater than one year apart. This shall ensure credible recovery and demonstrate preparedness and allow for continuous improvement. The scope, objectives and measurement criteria of each test will be determined and documented in the Business Continuity Management Program and coordinated by the Business Continuity Management Team.

Training

Training will be provided to employees around their role in the temporary solution and permanent recovery, should an incident occur. Training will be delivered as part of new starter inductions, through refresher training and recommunicated in the event of disruption. Department Directors are responsible for notifying employees of changes to their role or responsibilities within the Business Continuity Plan.

Adrian Gregory,
President, EMEA