

C L I F F O R D
C H A N C E




BUSINESS CONTINUITY MANAGEMENT





BUSINESS CONTINUITY & RESILIENCE

It is important that Clifford Chance understands where there is a potential for any disruptive incident that could impact our ability to serve our clients, and operate safely and legally.

This section outlines the minimum standards Clifford Chance expects from a Supplier to prevent and manage any unforeseen disruption.

 <p>Glossary of Terms:</p>	<ol style="list-style-type: none"> Business Continuity Plan: means a plan containing the Supplier's incident, crisis and recovery management processes, to help support a return to business as usual, a copy of which shall be made available to Clifford Chance at its reasonable request together with any testing and reporting. Incident: means a disruptive event that can be managed as part of day-to-day operations through the invocation of a Business Continuity Plan. Crisis: means an event that is significantly disruptive to the firm and requires immediate intervention.
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Minimum standards:

 <p>Business Continuity Management Programme</p>	<ol style="list-style-type: none"> The Supplier shall ensure that it has an effective business continuity management programme, "Business Continuity Management Programme" in place that supports the delivery of the agreed service levels and, in the event of a major incident, ensures minimum disruption to our firm and our clients. The Business Continuity Programme shall include crisis management, business recovery, and risk impact mitigation controls to minimise any adverse impact and/or threats to the delivery of the services. The Business Continuity Programme shall align to Clifford Chance's business continuity management protocols, including, but not limited to on-site auditing, and joint exercising with the Supplier to assess the efficacy of the Business Continuity Plan and processes adopted by the Supplier.
 <p>Standards</p>	<ol style="list-style-type: none"> The Supplier shall comply with (or work towards compliance with) ISO22301, Business Continuity Management, and/or hold a comparable standard.
 <p>Business Continuity Policy</p>	<ol style="list-style-type: none"> The Business Continuity Programme shall be a considered assessment of all critical service provisions to the firm, and have support from senior management, including a business continuity policy setting out the standards to which the Supplier's organisation will operate. The business continuity policy provided by the Supplier should be signed off and approved by senior management within its organisation.
 <p>Business Continuity Plan</p>	<p>As a minimum the Business Continuity Plans shall:</p> <ol style="list-style-type: none"> contain all likely scenarios/Incidents, following a full risk assessment, which could adversely impact Clifford Chance, its clients or the supply chain in both directions, whether these be natural, wilful or accidental potential Incidents demonstrate that regular risk assessments, business impact analysis (BIA) and reviews are undertaken at least annually, and that the results of these reviews are used to update and inform the Business Continuity Plan show the expected timescales for each element of recovery and maintenance of key Services, ensuring they reflect agreed Service Levels

BUSINESS CONTINUITY & RESILIENCE

(CONTINUED)



Business Continuity Plan (continued)

4. show that critical business functions have been identified
5. document the level of impact to the business in the event that the people, resources, equipment, etc. became completely unavailable and/or in instances of partial loss of the Services
6. demonstrate clear incident response escalation paths and roles, including senior management. All roles and responsibilities should be clearly defined and documented within the Business Continuity Plan
7. identify all current and alternative options available to support the continued provision of the Services, including, but not limited to, back up service options, Key Personnel re-location or remote working, technical back-up and/or additional recruitment, outsourcing
8. clearly identify who will be involved in managing incident response and recovery
9. describe all appropriate policies and procedures in places to support the continued provision of the Services in the event of a serious incident leading to business or service disruption
10. specify the frequency, methodology, scope and timeframes for exercising business continuity management processes
11. demonstrate how the results of each test, including failures are reported internally, including, but not limited to, lesson learned to support revised business continuity management.

Upon reasonable request, the Business Continuity Plan should be shared with Clifford Chance for review and feedback. Any amendments to the Business Continuity Plan shall be discussed and agreed by both parties



Reporting & Compliance

1. The Supplier shall ensure that all outcomes are recorded and documented as part of regular reporting to Clifford Chance.
2. Aligned to Good Industry Practice, the Supplier shall complete a review of business continuity training plans and exercising schedules, including reporting all learning points and actions at least annually.
3. The Supplier shall ensure that it complies with the provisions outlined in main agreement regarding assignment, subcontracting and/or transfer to another party.



CLIFFORD CHANCE

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