**Crisis management**

**Policy statement**

It’s a requirement of M Group to be able to recover effectively and timely from significant events that may have a detrimental impact on our businesses.

To enable this recovery, we have developed and reviewed annually a crisis management plan detailing the required response to significant events. This plan will include the key actions and owners necessary to respond effectively to a crisis.

The Group risk manager will assess the business continuity requirement in each business (including M Group). With the agreement of Divisional MD’s, they will determine the extent of business continuity planning required to enable it to effectively maintain its operations following a significant failure of operational and back-office functions or of a material change to the operating environment.

These business continuity plans are to be reviewed annually.

**Who is this for?**

All people employed within a Group business in any capacity and at any level of seniority.

All third parties and supply chain partners who perform services for and on behalf of M Group. We expect those parties to abide by the provisions of this policy or alternatively have in place equivalent policies.

Significant events/crisis situations and critical operations are those that would have an impact on the brand or reputation of us and our businesses that could lead to a negative impact of the profitability of the business or significantly damage our reputation or that of our clients.

Crisis management and business continuity plans will detail the actions required from a people, systems (hardware and software), operational and communications perspective, and detail the owners of these actions.

**Group business obligations**

To comply with the Group crisis management plan, each Group business will:

* Have policies and procedures in place to operate the business within the scope of our policy
* Provide suitable and sufficient resources to enable the policy to be implemented
* Provide our people with adequate training, information and instruction to ensure they can act within the policy parameters
* Be able to demonstrate compliance with this policy
* Notify the board of M Group or appointed officers of any issues or complaints which may have a material impact on the reputation or standing of the individual Group business or M Group as a whole

**Crisis management plan - business continuity plans**

Response Plans - e.g. epidemic/pandemic

v2.0