

Crisis Management

Policy Number: 17

Policy Statement

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

To enable this recovery M Group Services will 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 situation.

The Group Risk Manager will assess the Business Continuity requirement in each business (including M Group Services). With the agreement of Divisional MD, 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.

Scope

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 Services. 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 M Group Services and its businesses that could lead to a negative impact of the profitability of the business or significantly damage the businesses' reputation or that of its 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 the M Group Services 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 Services 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 Services as a whole

Indicative Policies/Procedures/Codes of Conduct

- Crisis Management Plan
- Business Continuity Plans
- Response Plans - e.g. epidemic/pandemic