

# Viamed Ltd

## Business Continuity & Resilience Statement

Viamed Ltd is committed to ensuring the continuity of its critical operations, services, and obligations to customers in the event of unforeseen disruptions. This includes risks such as natural disasters, cyberattacks, pandemics, power outages, and supply chain interruptions.

Our structured Business Continuity and Disaster Recovery Plan (BCDRP), based on VM3COP60.04, is designed to minimise downtime, protect critical systems, and ensure rapid recovery.

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### 1. Policy Objectives

- Maintain uninterrupted service to customers and partners.
  - Rapidly restore operations, IT systems, and communication channels.
  - Protect critical business data through secure and redundant systems.
  - Ensure clear internal responsibilities and coordinated external communications.
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### 2. Key Preparedness Measures

- Remote Operational Readiness: Core platforms are cloud-based and support full remote working.
  - Data Resilience: Off-site backups are taken daily; recovery tests are regularly performed.
  - Emergency Roles Defined: Named personnel are responsible for office/warehouse relocation, system restoration, supplier liaison, and financial continuity.
  - Supplier Continuity: Multiple sourcing strategies and priority vendor contacts are in place.
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### **3. Business Continuity in Action**

Our response model is structured across defined timeframes:

- Immediate (0–4 hours): Initiate emergency communication, redirect telephones, and begin IT restoration.
  - Short-Term (0–24 hours): Restore core office and warehouse functions, confirm digital system continuity.
  - Medium-Term (1–3 days): Resume full warehouse logistics, restore financial systems, and notify stakeholders.
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### **4. Continuous Improvement & Compliance**

- Regular reviews, drills, and updates ensure our continuity plan remains effective.
  - All recovery measures align with UK GDPR, the Data Protection Act 2018, and ISO 13485 principles.
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### **5. Supporting Documentation Available Upon Request**

- Business Continuity & Disaster Recovery Plan (VM3COP60.04)
  - Risk Assessments & IT Backup Policy
  - Key Supplier and Insurance Details
  - Training Records & Post-Recovery Reviews
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For more information or to request supporting documents, please contact:  
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