

Viamed Ltd

Business Continuity and 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.

Business continuity forms part of Viamed Ltd's wider risk management framework and is reviewed as part of our Quality Management System to ensure ongoing resilience and continual improvement.

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.
 - Protect customer service levels and minimise disruption to customer operations.
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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

- The Business Continuity and Disaster Recovery Plan is **reviewed at least annually**, and following any significant organisational, operational or regulatory change.
 - Regular reviews, exercises and updates ensure our continuity arrangements remain effective and appropriate.
 - Recovery measures are aligned with the requirements of UK GDPR, the Data Protection Act 2018 and the principles of ISO 13485.
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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:
compliance@viamed.co.uk