

About the Business Continuity Management System (BCMS)

“Protecting the Present to Safeguard the future”



RELX Group prioritises Business Continuity Management (BCM) as a structured approach to ensuring business resiliency. RELX Group has established a management system aligned to the ISO 22301 standard on BCM. The management system is described in our BCM Policy and BCM Directives and Guidelines. BCM comprises three domains, Disaster Recovery, Incident Management and Business Continuity with a focus on all levels of incident or disruption whatever their cause or magnitude. Business Area BCM programmes are designed to allow the business to recover and continue to operate during incidents or disruptions.

Business Continuity is exercised, maintained, and communicated across all Business Areas globally based on an annual schedule and objectives. Business Areas complete a level of exercising based on process or tailored scenarios aligning to their program maturity model. Business Continuity and Incident Management plans are updated at least two times per year based on a set schedule. The Business Area programs continue to focus on maintenance, exercising of plans supported by staff awareness. Other strategic initiatives include supplier resiliency assessments and validation, workload shifting planning and integrated BC-DR exercising.

RELX has ensured business continuity is owned and fully integrated into the company and Business Areas as an embedded management process.

The RELX BCM program was the BCI 2019 “Americas Business Resilience Team of the Year” winner and a finalist in the global Business Resilience Team of the Year category.

Our approach to business continuity is one where we do not focus on dealing just with a disaster, but with all levels of incident or disruption. Our business continuity program allows the business to continue to operate during incidents or disruptions. These may range from external threats such as a natural disaster, loss of building or a pandemic, through to localised ad more common incidents such as loss of critical IT applications or specific skill sets within a business unit.

The RELX business continuity program for the Business Areas has the following key elements:

- A governance structure establishing authorities, roles, and responsibilities for the program;
- An impact analysis to identify and prioritise business unit’s critical services and assets;
- Plans, measures, and arrangements to ensure continued availability of critical processes;
- Integration with technology services for the recovery of IT assets;
- Activities to monitor the business unit’s level of overall readiness.

The program focuses on five complementary features:

1. **Risk reduction** with the management of risks to prevent an incident and/or disaster. This is done by identifying and assessing the business risks which could result in an incident and/or disaster.
2. **An Incident Management Plan.** This is achieved at each Business Area location through management of the incident when it occurs to prevent it from developing into a disaster, and to lessen its impact.
3. **Business Continuity Plans.** Each Business Area departments have a plan that enables the fast, efficient continuity of essential business operations by directing actions of specific critical staff. It has three elements to consider that include office services, IT, human and other resources.
4. **Third Party Vendor Resiliency.** Business engagement to implement controls (assess, remediate and validate) to reduce the risk to the business due to deficiencies in third party continuity planning and lack of business resiliency.
5. **Pandemic Response Plans.** RELX has established a Global Pandemic Steering Group operating to a corporate governance framework. Business Areas will respond to pandemics based on the Pandemic Response Guide and in conjunction with location Incident Management Plan and individual department business continuity plans, this provides an integrated response.

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