

Business continuity policy

August 2025



Our policy is that:

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PricewaterhouseCoopers CI LLP (PwC CI) will provide a comprehensive Business Continuity Management System that continually seeks to improve the resilience of the Channel Islands firm by anticipating, planning, and delivering an effective response and recovery capability for any event which threatens to disrupt PwC CI operations and client services.

Our programme and plans aim to support the mitigation of risk and to protect the PwC brand from disruptive impacts to our people, client service and business operations.

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To achieve this, we will:

- Continually improve our Business Continuity Management System through collaboration with stakeholders and interested parties to increase the firm's resilience to disruptive events.
- Ensure day-to-day management of Business Continuity risks, with appropriate support and governance from PwC CI leadership.
- Collaborate with stakeholders to understand our operational risks and evolve our Business Impact Analysis, focusing on our business processes, dependencies, and recovery requirements.
- Identify business critical activities requiring greater oversight, and implement appropriate risk mitigation, prioritisations, and recovery solutions, to limit the impact of any disruption.
- Develop, implement, and maintain Incident Management and Business Continuity Plans, prioritising the health and safety of our people and restoration of business-critical activities.
- Ensure the business continuity arrangements of third-party suppliers guarantee ongoing support for critical PwC CI activities during a continuity event.
- Provide ongoing assurance over the adequacy of PwC CI Incident Management and Business Continuity arrangements through realistic and challenging simulation exercises, desktop reviews, communication tests, and internal and independent reviews.
- Actively build and embed awareness of Business Continuity arrangements across PwC CI, ensuring everyone understands their role before, during, and after a business disruption.
- Comply with all PwC global, local and all regulatory continuity requirements.



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