



Executive Support Letter



Business Continuity within DLS

As a government department that seeks excellence and leadership in providing real estate services and protecting real estate property, DLS recognizes at senior levels the need to ensure that its business operates smoothly and without interruption for the benefit of its customers, and other stakeholders.

In order to provide such a level of continuous operation, DLS has implemented a Business Continuity Management System (BCMS) in line with the international standard for business continuity, ISO22301.

The operation of this BCMS has many benefits for the business, including:

- Maintain customer service levels and customer confidence.
- Improve risk management through reducing the impact of internal and external threats.
- Enhance operational effectiveness for processes by sustaining DLS activities and services when an interruption occurs.
- Crisis /disaster management and planning for business continuity during and after disasters.
- Continually improve the business continuity and operations recovery and reduce costs and duration of any disruption.
- Compliance with legal and regulatory requirements.

A BCMS Policy is available in both paper and electronic form and will be communicated within the organization and to all relevant stakeholders and interested third parties.

Commitment to the delivery of business continuity extends to senior levels of the organization and will be demonstrated through the setting of policy and the provision of appropriate resources to establish and develop the BCMS.

Top management will also ensure that a systematic review of performance of the program is conducted on a regular basis to ensure that business continuity objectives are being met and relevant issues are identified through the audit program and management processes.

A business impact and risk assessment process will be used which is line with the requirements and recommendations of ISO 22301. Risk management will take place at several levels within the BCMS, including:

- Business continuity management planning – risks to the achievement of objectives.
- Business continuity risk assessments.
- Assessment of the risk of changes as part of the business change management process.
- At the project level as part of the management of significant business changes.

We would encourage all employees and other stakeholders in our business to ensure that they play their part in delivering our business continuity objectives.

Yours sincerely,
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