

External

# Business Continuity at Aegon UK: Information for Clients

## Introduction

This document provides a general overview of Business Continuity at Aegon UK for existing and prospective clients.

The document aims to provide assurance that we have the appropriate plans and controls in place.

## Business Continuity & Disaster Recovery programme

Aegon has a well-established business continuity programme in place. Control over the management of Aegon UK business continuity risk is achieved through the application of Business Continuity Management standards, which are aligned to ISO22301. The following elements are included within the standards and the AUK BC programme:

- Business continuity response to disruption events
- Business continuity plan maintenance
- Business continuity management exercises
- Business continuity awareness and education
- Business disruption management
- Reporting of business disruption incidents.

Oversight of the above activities is performed by testing and demonstrating readiness by conducting business continuity management exercises and reviews at least annually.

Our disaster recovery uses both in-house replication of all our major systems to another secure location as well as tape backups which are also stored off-site. Recovery of these systems as well as storage of tape backups is with one of the UK's leading business continuity and disaster recovery specialists. This agency is subject to the BS4783 standard for data protection and is ISO9001 compliant.

## Business Continuity Statement

We're committed to providing excellent service and support to our customers and as such we have an embedded Business Continuity Management (BCM) Framework to minimise any unexpected interruption to our services. Our Business Continuity Policy, is aligned to Business Continuity Institute Good Practice and the Aegon Group requirements. Each department must have a business continuity plan that details its critical service and supporting infrastructure. The plans document the arrangements for the operation of each department in the event of a period of disruption, with the aim of maintaining critical services.

Our incident management framework includes both customer and employee support responses and is designed to be flexible and adaptable to a range of potential disruption events at a local, national

and international level. Defined escalation processes apply subject to severity and incorporate an Aegon UK Crisis Management Team which includes accountable executives.

Horizon scanning, a technique for detecting early signs of potential disruptions (for example awareness of severe weather warnings, Cyber threats, pandemics), supports a proactive approach to management of potential disruptions.

Plans are maintained securely and confidentially.

### **Testing, Training & Audit**

To demonstrate our preparedness, our business continuity and incident management plans are reviewed and exercised annually, in line with our Business Continuity Policy.

Departmental business continuity plans and procedures exist and are supported by Emergency Response Plans held by IT, Property and HR.

An annual DR test of our critical systems, applications and processes is carried out at our DR/WAR site. IT Support teams follow Technical Recovery Plans to provide critical systems and applications, after which, business testers follow test scripts detailing critical processes.

The Risk Function carry out an annual alert cascade test. This test involves a message being sent to staff mobile phones, asking them to call the Aegon Information Helpline. The results of this test are shared with the whole company and reported to the various Risk committees.

All our business critical systems have a Recovery Time Objective of 24 hours although testing has consistently shown that we anticipate recovering well within this time should the need arise.

We also have an ongoing education and awareness programme that ranges from compulsory training to ongoing reminders to employees. Our second line Risk function provides oversight of the Business Continuity framework, which is also subject to audit.

As our business model and the external environment evolve we review our continuity planning policy, framework and practices and our contingency planning to ensure they remain fit for purpose.