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| logo | Operational control | 1610 |

Responsible:

Updated:

Operational control is an essential element to guarantee the resilience of our business and its ability to cope with disruptions.

The operational control of the business continuity management system (BCMS) aims to guarantee that we have the necessary resources and processes in order to:

* identify threats and vulnerabilities that can disrupt our critical activities
* implement control measures to reduce the risk of disruption
* ensure the continuity of critical operations in the event of a disruptive event

Some aspects of our operational control:

* identification of risks:
  + we identify and analyze potential risks that may affect our business, such as natural disasters, IT outages, supply chain interruptions and malicious acts
  + risk analysis assesses the likelihood and impact of each threat
* implementation of control measures:
  + control measures to reduce identified risks are applied
  + these measures include prevention plans, security measures, backup procedures and activity recovery plans
* monitoring and measurement:
  + we monitor and measure the effectiveness of the control measures put in place
  + this helps ensure that risks are properly managed and that the BCMS is effective
* continual improvement:
  + we are committed to the continual improvement approach of our BCMS
  + this involves regularly reviewing risks, control measures and business continuity plans

Examples of operational control measures:

* prevention plans:
  + IT security policy
  + preventive maintenance procedures
  + staff awareness and training plans
* security measures :
  + physical and electronic security systems
  + access control systems
  + monitoring procedures
* regular backup procedures for critical data and IT systems
* business recovery plans: definition of recovery priorities, necessary resources and actions to be carried out