

Business Continuity Management Policy Statement

This policy statement establishes our firm commitment to Business Continuity Management.

Lift Craft's overall business continuity objective is to fully and reliably satisfy all customer service requirements and expectations at an unaffected level throughout any incidents or disruption to normal service provision.

When undertaking new business initiatives and developments, a measured amount of risk will be inherent for Lift Craft. All services provided by Lift Craft are based upon reliable, risk averse methods and procedures, thus ensuring service outputs are not unduly disrupted by incident.

To further understand potential incidents that could cause disruption to the services that Lift Craft provides, Lift Craft maintains a Business Continuity Management System in accordance with the intents of ISO 22301:2019. The Lift Craft BCMS sits alongside our Integrated Management System.

The Lift Craft BCMS prescribes precautions and planned responses to incidents that could affect the provision of Lift Craft's services. As part of training, all personnel are made aware of such plans and their part in responding to a 'Business Continuity Incident'.

The Lift Craft BCMS is available electronically as read only, and as an Uncontrolled office hard copy for training purposes. Training will be provided as necessary, but it remains the responsibility of all employees to seek further guidance from Departmental Managers should they require further information.

This BCM Policy Statement and the importance of meeting its objectives shall be communicated to all persons carrying out work for and on behalf of Lift Craft. This statement is prominently displayed throughout Lift Craft's premises and is also available upon request. Lift Craft's BCMS will as a minimum be reviewed annually for changing circumstances and ongoing suitability against the standard and our objectives and to ensure it is continually improved.



Paul Haywood
Managing Director

20th March 2026