BUSINESS CONTINUITY MANAGEMENT

At SAS, Business Continuity Management (BCM) is an important global corporate initiative, addressing threats or hazards that may affect employees and customers and disrupt business operations. BCM planning supports corporate governance, information security and corporate social responsibility.

SAS is a business partner that customers can entrust with the viability of their operations because of the company's ability to continue critical customer-facing services and core operations.

SAS' BCM initiative involves response/recovery and business resumption teams from across the organization. These teams work together proactively to develop resilience and mitigation strategies and – in the event of a business disruption – coordinate to return the business to normal operations.

SAS' global business continuity program goals are to:

- Avoid and minimize business interruptions through greater awareness and risk management.

- Prepare employees to know what to do in a crisis.

- Provide timely communications between local offices and SAS world headquarters.

- Put plans in place to recover SAS' most critical, customer-supporting business operations. This includes annual qualification of key partner and supplier dependencies to support strategies for continued operations.

- Develop resumption strategies, such as providing support to customers from another office until the affected office can resume normal operations.

Through business continuity planning, SAS exercises operational controls to improve organizational resilience. This supports the company's commitment to meet the expectations of its customers in an increasingly risk-conscious regulatory environment. More information on SAS' BCM program can be found in the Business Continuity Management white paper (PDF).