Group Operational Resilience Policy

The policy helps Prudential build and maintain operational resilience across its physical security, travel, business continuity (BCM), health and safety (H&S) functions. The policy incorporates legal and regulatory requirements, as well as industry best practices aligned with the principles in the ISO 31000:2018, 22301:2019 and 45001:2018 family of international standards in the context of Prudential strategic, operational, and commercial imperatives.

In summary, this policy provides directives on physical and travel security, H&S and BCM requirements across all Prudential LBUs and Head offices, and aims to identify, assess, prioritise, and treat reasonably foreseeable risks and scenarios in evolving threat landscapes to protect Prudential people, assets, and operations. The Policy covers:

- Governance– to ensure structured and iterative risk management frameworks are in place, and roles and responsibilities defined to protect people, assets, and operations.
- Legal requirements – to ensure Prudential identifies and meets its legislative and regulatory obligations.
- Risk management – to ensure a structured, iterative taxonomy provides an analytical basis to identify security, H&S and BCM threats, vulnerabilities, risk profiles and commensurate mitigations aligned with strategic, operational, and commercial imperatives.
- Crisis response plans – to ensure Prudential has strategies to identify, respond and mitigate reasonably foreseeable business disruption and threat scenarios, and test efficacy of its incident management and business continuity plans.
- Incidents – to ensure security, travel and H&S incidents are reported, investigated, and root causes identified, and treatment plans forestall reoccurrence.
- Work with third-party providers - to ensure contractors, procurement of goods, equipment, and services meet security, H&S and BCM requirements and objectives.
- Training – to ensure information, knowledge and education programmes deliver technical and functional competency in physical and travel security, H&S and BCM disciplines and influence desired behavioural changes.
- Communication and consultation –to ensure transparency, leverage and build inclusive collaborative internal partnerships with key stakeholders and across cross-functional teams to create an environment of ambition, customer-focus, and professionalism.
- Welfare and wellbeing – to ensure facilities and wellbeing strategies and programmes identify risks, and develop responses aligned with Prudential Human Resource programmes.
- Monitoring, review, and audit – to ensure efficacy of security, H&S and BCM programmes, compliance, and identification of opportunities for continual improvements.