

Senior arrangements, Systems and Controls

Chapter 15A

Operational resilience



15A.8 Communications

- 15A.8.1** **R** A *firm* must maintain an internal and external communication strategy to act quickly and effectively to reduce the anticipated harm caused by operational disruptions.
- 15A.8.2** **G** As part of a *firm's* communications strategy, the *FCA* expects the *firm* to:
- (1) consider, in advance of a disruption, how it would provide important warnings or advice quickly to *clients* and other stakeholders, including where there is no direct line of communication;
 - (2) use effective communication to gather information about the cause, extent, and impact of operational incidents; and
 - (3) ensure that their choice of communication method takes account of the circumstances, needs and vulnerabilities of their *clients* and other stakeholders.
- 15A.8.3** **R** A *firm* must provide clear, timely and relevant communications to stakeholders in the event of an operational disruption.