



**Business Continuity Policy**  
**(SATH-BCMS05001)**

## Document Identification

<b>DOCUMENT REF</b>	SATH-BCMS05001
<b>VERSION</b>	1
<b>DATED</b>	29 May 2024
<b>DOCUMENT AUTHOR</b>	Chimaobi Onuegbu
<b>DOCUMENT OWNER</b>	Senior Management



## Revision history

<b>VERSION</b>	<b>DATE</b>	<b>REVISION AUTHOR</b>	<b>SUMMARY OF CHANGES</b>
1	29 <sup>th</sup> May 2024	Chimaobi Onuegbu	Initial document

## Distribution

NAME	TITLE
All staff	

## Approval

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# 1 Introduction

Signal Alliance Technology Holding, SATH, is committed to adding value to its stakeholders through its service offerings including technology consulting, cloud technology, business applications, cybersecurity, and software development.

SATH top management is committed to ensure that its business operates smoothly and that its products and services satisfy requirements of the Integrated Management System (information security management system, business continuity management system and quality management system) for the benefit of its customers, shareholders, and other stakeholders.

The operation of this BCMS has many benefits for the business, including:

- Reduce operational downtime: Operational downtime can lead to significant financial losses, as every moment of inactivity can equate to lost revenue.
- Boost brand trust: SATH's ability to maintain operations and recover rapidly from disruptions can significantly bolster its image.
- Protect business assets: In SATH, assets such as data, intellectual property, and physical infrastructure are invaluable. Business continuity plans emphasise the protection of these assets and ensure their security and integrity.
- SATH's business operations depends on its supply chain. By securing the supply chain, SATH can prevent potential disruptions and maintain consistent service or product delivery.
- Compliance with legal and regulatory requirements.
- Others.

This business continuity policy document defines SATH's overall policy regarding business continuity that is appropriate for SATH's strategic business aspirations and delivery model, and includes:

- A framework for setting business continuity objectives
- A commitment to satisfying applicable requirements
- A commitment to continual improvement of the BCMS

This policy will be communicated within the organisation and to all relevant stakeholders and interested third parties.

## 2 Business continuity policy

### 2.1 Setting business continuity objectives

The high-level objectives for business continuity within SATH are defined within the document *Integrated Management System Context and Requirements document*.

These overall objectives will be used as guidance in the setting of lower level, more short-term objectives for business continuity planning within an annual cycle timed to coincide with organisational budget planning. This will ensure that adequate funding is obtained for the improvement activities identified. These objectives will be based upon a clear understanding of the overall business requirements and how they may change during the year.

Business continuity objectives will be documented in *the Integrated Management System Plan* for the relevant financial year, together with details of a plan for how they will be achieved. Once approved, this plan will be reviewed on a quarterly basis as part of the management review process, at which time the objectives will also be reviewed to ensure that they remain valid. If amendments are required, these will be managed through the organisational change management process.

### 2.2 Commitment to satisfying applicable requirements

Commitment to the delivery of business continuity extends to SATH's top management which is demonstrated through this Business Continuity Policy and the provision of appropriate resources to establish and develop the Business Continuity Management System.

Top management will also ensure that a systematic review of performance of the programme is conducted on a regular basis to ensure that quality objectives are being met and quality issues are identified through the audit programme and management processes. Management Review can take several forms including departmental and other management meetings.

Within the field of Business Continuity Management, there are a few key roles that need to be undertaken to ensure the success of the BCMS and protect the business from risk.

The business continuity manager shall have overall authority and responsibility for the implementation and management of the Business Continuity Management System, specifically:

- The identification, documentation and fulfilment of applicable requirements
- Assigning authorities and responsibilities for the implementation, management and improvement of BCM processes
- Integration of business processes with the BCMS
- Compliance with statutory, regulatory and contractual requirements in the management of assets used to deliver products and services
- Reporting to top management on performance and improvement of the BCMS

It is also the responsibility of the business continuity manager to ensure that employees understand the roles they are required to fulfil and that they have appropriate skills and competence to do so.

SATH will ensure that all employees involved in business continuity management are competent based on appropriate education, training, skills, and experience.

The skills required to ensure business continuity will be determined and reviewed on a regular basis together with an assessment of existing skill levels within SATH. Training needs will be identified, and a plan maintained to ensure that the necessary competencies are in place.

Training, education and other relevant records will be kept by the HR Department to document individual skill levels attained.

SATH makes use of various third parties, both internal and external, in the delivery of products and services to its customers. Where this involves the operation of a business process, or a part of the process on behalf of SATH, that falls within the defined scope of the BCMS, this is identified in the *IMS Plan*.

In all cases, SATH will retain governance of the relevant BCM processes by demonstrating:

- Accountability for the process
- Control of the definition of and interface to the process
- Performance and compliance monitoring
- Control over process improvements

This will be evidenced by documents and records such as contracts, meeting minutes and performance reports.

## 2.3 Continual improvement of the BCMS

SATH's policy with regard to Continual Improvement of the BCMS is to:

- Continually improve the effectiveness of the Business Continuity Management System across all areas within scope
- Enhance current processes to bring them into line with good practice as defined within ISO 22301
- Achieve ISO 22301 certification and maintain it on an on-going basis
- Increase the level of proactivity (and the business perception of proactivity) with regard to the on-going management of business continuity
- Achieve an enhanced understanding of, and relationship with, the business units to which the BCMS applies
- Review relevant metrics on an annual basis to assess whether it is appropriate to change them, based on collected historical data and feedback from relevant sources
- Obtain ideas for improvement via regular review meetings with stakeholders and document them

- Review ideas for continual improvement at regular management meetings in order to prioritise them and assess timescales and benefits

Ideas for improvements may be obtained from any source including customers, suppliers, employees, risk assessments and audits. Once identified they will be documented and evaluated by the staff member responsible for continual improvement.

## 2.4 Planning Changes to the BCMS

A need for change to the BCMS may arise from any number of sources, including the continual improvement process, events related to the internal and external context of the organization (such as internal re-organizations or mergers and acquisitions) or an increase or decrease in its scope.

Where changes arise, they must be carried out in a planned manner so that the required adjustments are approved and implemented in areas such as:

- Adjustment of the scope of the BCMS
- Allocation of resources
- Assignment of roles and their associated responsibilities and authorities
- Required competence levels
- Communication of the purpose and nature of changes
- Documented information required to support the change

## 2.5 Approach to managing risk

Risk management will take place at several levels within the Business Continuity Management System, including:

- Business continuity management planning – risks to the achievement of objectives
- Business continuity risk assessment
- Assessment of the risk of changes as part of the business change management process
- At the project level as part of the management of significant business change

High level risk assessments will be reviewed on an annual basis, or upon significant change to the business environment. For more detail on the approach to risk assessment please review the document *Risk Assessment and Treatment Process*.

Once in place, it is vital that regular reviews take place of how well business continuity management processes and procedures are being adhered to. This will happen at three levels:

1. Structured regular management review of conformity to policies and procedures within SATH
2. Internal audit reviews against the ISO 22301 standard by the Internal Audit Team
3. External audit against the standard to gain and maintain certification to ISO22301.

Details of how internal audits will be carried out can be found in the *Procedure for Internal Audits*.



## 2.6 Control of documents and records

All business continuity management policies and plans that form part of the BCMS must be documented. The way in which these documents are created and managed through their lifecycle is set out in *Procedure for the Control of Documented Information*.

All documents in the BCMS are uniquely numbered and the current versions are tracked – see document *Documentation Log*.

The keeping of records is a fundamental part of the Business Continuity Management System. Records are key information resources and represent evidence that processes are being carried out effectively.

The controls in place to manage records are also defined in the document *Procedure for the Control of Documented Information*.