

Annexure 2

Business Continuity Management Policy

Business Continuity Management Policy Version 1

Name of Policy	Business Continuity Management Policy
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Executive Owner	Ms J Sixholo Executive Director: Strategy and Performance
Responsible Division	Risk Management
Structured consulted	Risk Management Committee (29 March 2021) – Recommended to Audit Committee of Council

1. Definitions

- 1.1. Business Continuity** - The capability of the University to continue delivery of operations / services at acceptable levels following a disruptive incident. Also referred to as Business Recovery.
- 1.2. Business Continuity Management** - A holistic management process that identifies potential threats to the University and the impacts to operations / services those threats, if realized, might cause, and which provides a framework for building response capability and resilience in order to safeguard the interests of stakeholders, reputation and brand.
- 1.3. Business Continuity Plan** - Documented activities and resources that will enable the University to respond, recover, resume and restore to an acceptable level of operation following disruption.
- 1.4. Business Continuity Policy** - The key document that sets out the scope and governance of the University's BCM and reflects the reasons why it is important.
- 1.5. Business Continuity Policy Statement** - A business continuity policy statement demonstrates the University's commitment to BCM and aims to communicate to interested parties the BCM principles to which the University aspires.

- 1.6. **Business Impact Analysis** - The process of analysing activities and the effect a business disruption might have on them.
- 1.7. **Incident/Disruption/Event/Interruption** – Situation(s) that might be, or could lead to, a disruption, loss, emergency or crisis.
- 1.8. **Interested party /stakeholder** - Any person or organization that can affect, be affected by, or perceive themselves to be affected by a disruptions to the University's business activities and the resultant BCM plans.
- 1.9. **Organisational resilience** - The capability to anticipate key events from emerging trends, constantly adapt to change and to bounce back from disruptive and damaging incidents.
- 1.10. **Value-creating activities** - The key operations / services needed to fulfil the University's mission. These are also known as business critical operations / services.

2. Purpose

- 2.1. The purpose of this policy is to formalise Business Continuity Management (BCM) at the University of Limpopo and to provide guidelines for developing, maintaining and implementing the Business Continuity Plans (BCPs) for all Faculties and Departments.
- 2.2. This policy assures that there is a satisfactory level of business continuity to provide a level of protection from a range of threats, ensuring continuity of business operations and service provision.
- 2.3. This policy also establishes the basic principles and framework necessary to ensure urgent response, resumption and recovery, restoration and permanent recovery of the operations and business activities during a business interruption event.
- 2.4. This policy ensures that the University's BCM remains up-to-date and fit-for-purpose.

3. Objectives

The objectives of this policy are to enable the University:

- 3.1.** To achieve a comprehensive BCM that is formally established and maintained to support business resilience.
- 3.2.** To ensure business continuity plans are developed, implemented, monitored and subject to revisions where necessary.
- 3.3.** To ensure that specific academic plans are developed to ensure continuity of key operations/services at an acceptable standard following a disruption.
- 3.4.** To identify key operations/services, their supporting critical activities, processes and resources
- 3.5.** To ensure that business impact analyses, and operational risk assessments are applied to key operations/services and their supporting critical activities, processes and resources.
- 3.6.** To protect key stakeholder interest, reputation, image and brand of the University.

4. Scope

- 4.1.** The policy applies to all University staff and interested parties/ stakeholders, including service providers who are involved in business critical activities and business continuity activities.

5. Policy Statement

- 5.1.** The University will put measures in place to prepare for and mitigate the impacts of events or scenarios including, but not limited to, natural disasters, pandemics, lockdowns, power outages, fraud and corruption, reputational damage, cyber-attacks, loss of (i) premises (ii) equipment (iii) technology (iv) data (v) critical documentation (vi) key employees (vii) critical suppliers (viii) municipal utility services

(water supply, storm and sanitary sewer facilities, etc.) or all of the above.

- 5.2.** It is recognised that the unexpected could and may happen, the effect of which could compromise the ability to meet acceptable standards of business.

6. Policy

- 6.1.** The University is committed to its students, employees and stakeholders to ensure that critical/ urgent operations / services are resumed as soon as possible, in the event of any disruptive incident. It is also committed to making all necessary efforts to safeguard the life and safety of students, staff and visitors within its premises. Towards this, the University will:

- 6.1.1.** Ensure the provision of a formal budget to fund the resource requirements for an effective and well maintained BCM.
- 6.1.2.** Develop and maintain an institutional BCM plan for all University operations / services and their supporting critical activities, processes and resources, which define roles and responsibilities, to ensure acceptable levels of operations / service.
- 6.1.3.** Ensure that the Faculties/ Departments have detailed BCM plans of their key operations / services, their supporting critical activities, processes and resources which define roles and responsibilities, to ensure an effective recovery.
- 6.1.4.** Develop specific academic BCM plans that detail how incidents are to be managed including conducting a formal review of these that will be carried out at least once a year.
- 6.1.5.** During interruptions, implement the institutional BCM and Faculty/ Departmental BCM plans.
- 6.1.6.** Conduct a formal business impact analysis (BIA) at least once a year by management in order to determine or review the BCM plans.

Triggers, such as major changes in processes, technology or people may prompt an earlier BIA to be carried out.

- 6.1.7.** Conduct a formal operational risk assessment to assess 'continuity' and 'resource availability' risks at least once a year by management in order to determine risks that may impact the continuity of operations.
- 6.1.8.** Report on the implementation of the institutional BCM plan at least once quarter by management, to ensure their readiness for use in an incident, or their effectiveness to deliver critical operations / services, at an acceptable level during a disruption.
- 6.2.** Ensure that, where necessary, modifications to BCM plans will be made as soon as possible BCM so that the plans remain up-to-date and fit-for-purpose.
- 6.1.10** Conduct BCM policy awareness for all Heads of Departments and ensure they are provided with provide them with the BCM policy and plan through various awareness the policy and institutional BCM plan annually.
- 6.1.11.** Conduct training, where necessary, for staff involved in the recovery activities so that they are equipped and adequately prepared with the necessary knowledge and skills to undertake recovery activities.
- 6.1.12.** Conduct a formal review of this policy at least once every 3 years.

7. Governance and Implementation

The roles and responsibilities of the structures responsible for the governance and implementation of this Policy are outlined as follows:

- 7.1. **Council** - Council approves the BCM policy and is ultimately responsible and accountable for ensuring that the appropriate business continuity management policy, plans and budget are in place.
- 7.2. **Vice-Chancellor & Principal (VC)** - The VC takes final responsibility and accountability for the overall development and implementation of the University's BCM.
- 7.3. **Executive Management** – Executive Management is responsible and accountable for the development and operational implementation, monitoring, reporting and revision of the business and specific academic BCM plans both at institutional and Faculty / Departmental levels.
- 7.4. **Senate** – Approves the specific academic BCM plans.
- 7.5. **Risk Manager** – The Risk Manager is responsible for coordinating BCM activities, such as BCM workshops, compiling the Faculty and Departmental BCM plans into the Institutional BCM plan, following up on its implementation, collecting supporting evidence and reporting to the Risk Management Committee.
- 7.6. **Risk Management Committee** - Is responsible for providing oversight on the implementation of the Institutional Business Continuity Plan and reports to the Audit and Risk Committee of Council.
- 7.7. **Internal Audit function** - Internal Audit function is to conduct periodic reviews to provide independent assurance to Council and executive management that the BCM policy and plans are implemented.

8. References to related policies

- 8.1. This Business Continuity Management policy aligns itself to the Occupational Health and Safety Act (1993) and all related University policies.

9. Compliance with regulations and guidelines

This Policy aligns itself to the following strategic, governance, regulatory or best-practice documents:

- 9.1.** University of Limpopo Strategic Plan.
- 9.2.** University of Limpopo Statute.
- 9.3.** University of Limpopo Risk Management Policy.
- 9.4.** Higher Education Act 101 of 1997.
- 9.5.** King IV report on Corporate Governance.