

## **POLICY ON BUSINESS CONTINUITY**

<b>Reference number</b>	2P_2.12.5.5
<b>Accountable executive manager</b>	Registrar
<b>Policy Owner</b>	Registrar
<b>Responsible division</b>	Corporate Services (Risk and Compliance)
<b>Status</b>	Approved
<b>Approved by</b>	Council
<b>Date of approval</b>	18 September 2025
<b>Review date</b>	2028

## **POLICY ON BUSINESS CONTINUITY**

Against the background of the vision to discover new frontiers and opportunities that benefit society, thereby advancing our relevance and impact, the Council of the North-West University (“NWU”, “the university”) adopted this policy on 19 November 2025.

### **1 Interpretation and application**

This policy must be interpreted and applied in a manner consistent with the –

- 1.1 Constitution of the Republic of South Africa, 1996;
- 1.2 Higher Education Act, 101 of 1997;
- 1.3 Disaster Management Act, 57 of 2002;
- 1.4 KING IV Report on Corporate Governance (in particular Principle 11 (risk) and Principle 3 (Audit Committees));
- 1.5 ISO 22301 Security and resilience – Business continuity management systems – Requirements, and
- 1.6 Business Continuity Institute (BCI) Good Practice Guide (GPG) 2018 – A guide to global good practice in business continuity.
- 1.7 NWU Statute
- 1.8 NWU Communication Policy

### **2 Glossary of terms and concepts**

The glossary of terms and concepts relevant to risk and business continuity contained in the Appendix forms an integral part of this policy and applies to the interpretation of all related documents.

### **3 Purpose of the policy**

The purpose of this policy is –

- 3.1 to provide a governance framework on the recognition of and response to possible business threats to which the university may be exposed to ensure an appropriate response in instances of such threats;
- 3.2 to provide a framework for the establishment of an integrated BCP to protect employees, students and assets by enabling the continued functioning of the NWU’s operations and supporting infrastructure following a significant, untoward disruptive event, and
- 3.3 to define the roles and responsibilities of members of the NWU to ensure an appropriate response to possible business threats.

### **4 Scope of the policy**

- 4.1 The provisions of this policy apply to the employees and students (the latter where applicable) of the university, all departments and all business-process owners.

- 4.2 The focus of this policy is limited to operational disruptions that affect the continuity of operations, and excludes the following:
- 4.2.1 liquidation and economic crises as these types of threats may require a response from other management disciplines in domains such as finance or economics, and
  - 4.2.2 the operations of interested parties over which the university has no jurisdiction nor authority, although the needs of interested parties must be considered for business continuity purposes.

## **5 Policy statement**

To maintain a strategy that ensures the inherent ability to maintain critical business functions at all times and in any situation, it is the policy of the NWU to –

- 5.1 establish an active, fully supported and encompassing business continuity programme and supportive structure to ensure the optimal functioning and sustainability of the university;
- 5.2 stipulate the boundary conditions in relation to measures that must be in place to safeguard the assets of the university and to ensure continuity of its activities, systems, and processes;
- 5.3 establish capacity to enable the university to resume its normal operations as soon as possible in the event of a disruption, and
- 5.4 ensure that the management of all business disruptions is accompanied by proper operational response- and communication plans.

## **6 Roles and responsibilities**

### **6.1 Council and council committees**

#### **6.1.1 NWU Council**

The council is accountable for ensuring ongoing monitoring of the effectiveness and efficiency of business-continuity management of the university-

#### **6.1.2 Audit, Risk and Compliance Committee (ARCC)**

In the execution of its function to advise the council on assurance related to overall business-continuity management, the ARCC is responsible for oversight of the implementation of an effective and efficient integrated business-continuity management system, as well as audits administered on business continuity at the university.

#### **6.1.3 Technology and Information Governance Committee (TIGovCom)**

The TIGovCom fulfils a bespoke role in advising the council on the effectiveness and efficiency of disaster recovery plans regarding the protection of data and the restoration of critical IT systems and IT infrastructures in the event of a disruptive event.

### **6.2 University Management Committee (UMC)**

- 6.2.1 The UMC is responsible for creating an environment that would ensure seamless and effective business continuity in the event of any disruption.
- 6.2.2 The UMC is obliged to –
  - 6.2.2.1 promote awareness and attention to matters related to business continuity the university;
  - 6.2.2.2 define and implement an encompassing business continuity management system (BCMS) at the NWU;
  - 6.2.2.3 oversee the integration of the business continuity management system requirements into all of the university's business processes;
  - 6.2.2.4 put measures in place to ensure that the business-continuity management system achieves its intended outcomes;
  - 6.2.2.5 implement clear communication protocols on any matters regarding to be urgent to ensuring business continuity.
  - 6.2.2.6 draft and implement a set of rules that guide and standardise the complete life-cycle of business-continuity management in every business process, including the identification of threats to business

continuity, business-impact analyses, business continuity planning, -implementation and -monitoring as well as training and awareness and crisis communication planning, and to

6.2.2.7 submit reports on the ongoing implementation of the NWU BCMS to the ARCC and TiGovCom.

### **6.3 Corporate Services**

Corporate Services are required to –

- 6.3.1 administer the overall implementation of the BCMS across the NWU;
- 6.3.2 guide and oversee the institution-wide execution of business-impact assessments and the development of business-continuity plans, and the regular review of these;
- 6.3.3 implement an enterprise business continuity framework that enables effective business continuity management in a consistent, aligned and standardised manner across the university;
- 6.3.4 put measures in place to ensure appropriate levels of understanding and engagement in business continuity management through discussion, training and reporting;
- 6.3.5 link the business continuity framework to risk management processes towards ensuring an optimal response to disruptions and threats to NWU operations that may hamper the reputation and functioning of the NWU, and to
- 6.3.6 draft reports to relevant governance and management structures (UMC, Combined Assurance Forum, ARCC, TiGovCom).

### **6.4 Line managers**

Line managers must –

- 6.4.1 develop adequate and relevant business continuity plans (BCPs) providing sufficient coverage in order to ensure an effective and efficient response to any and all instances of disruption that may occur in the business operations for which they are responsible;
- 6.4.2 ensure that these plans include measures to –
  - 6.4.2.1 minimise downtime in instances where disruptions in business operations occur;
  - 6.4.2.2 shorten recovery time by specifying tasks and procedures needed to recover business, and
  - 6.4.2.3 ensure that a comprehensive risk assessment is included in business continuity plans.
- 6.4.3 raise and maintain awareness in the line function to which the BCP concerned applies, and
- 6.4.4 take overall responsibility for the ongoing testing, updating and maintenance of an effective business-continuity management approach in the relevant department.

### **6.5 Employees and students**

All employees and students are expected to contribute in a pro-active manner to the business-continuity management programme, and to assist with response and recovery actions following a crisis, emergency or disaster event.

File reference: 2P\_2.12.5.5

## Glossary

In this policy and documents related to business continuity at the NWU –

<b>“business continuity”</b>	means the capability of the NWU to maintain business functions and continue with the delivery of products and services within acceptable time frames at predefined capacity during a disruption;
<b>“business continuity plan (BCP)”</b>	refers to the documented information that guides the NWU to respond to a disruption and resume, recover and restore the delivery of products and services consistent with its business continuity objectives;
<b>“business continuity and disaster recovery”</b>	refers to the strategic process of crisis-management to ensure that the institution returns to normality after a disaster has happened
<b>“business continuity management system (BCMS)”</b>	refers to that part of the university’s overall management system which comprises a set of interrelated elements used by the NWU to establish, implement, operate, monitor, review, maintain, and improve its business continuity capabilities;
<b>“business impact analysis”</b>	refers to a process of analysing the impact over time of a disruption on the NWU;
<b>“business impact analysis rating”</b>	refers to the numerical rating attached to a business process that provides an indication of the importance of the business process for the NWU. At the NWU, a rating of critical and high denotes a mission critical activity.
<b>“disaster recovery plan (DRP)”</b>	refers to a structured, documented approach that outlines the procedures and actions the NWU will take to protect data and restore critical IT systems and IT infrastructure following a disruptive event and typically includes recommendations for resilient IT technologies, lists of best practices and important actions to take to minimise loss of data and business disruption.
<b>“disruption”</b>	means incidents both anticipated and unanticipated, that cause an unplanned, negative deviation from the expected delivery of products and services according to the university’s objectives;
<b>“impact”</b>	means the outcome of a disruption affecting objectives;
an <b>“incident”</b>	means an event that can be, or could lead to, a disruption, loss, emergency or crisis;
an <b>“interested party”</b>	means a person or organisation that can affect, be affected by, or perceive itself to be affected by a decision or activity of the NWU;
a <b>“mission-critical activity (MCA)”</b>	refers to critical operational or business support, service or product related activity (provided internally or externally), including its dependencies and single points of failure, which enables the NWU to achieve its business objectives, taking into account seasonal trends and critical timing issues;
<b>“resources”</b>	means all assets (including plant and equipment), people, skills, technology, premises, and supplies and information (whether electronic or not) that the NWU has to have available to use, when needed, to operate and meet its objectives;
<b>“university disaster”</b>	means an extraordinary occurrence, including a national, provincial or local disaster declared in terms of the Disaster Management Act, 2002, which detrimentally affects the business continuity of the university and requires, in the discretion of the vice-chancellor and on the advice of the BCC, the establishment of a disaster response team to advise the UMC on contingency plans to minimise the effects of the university disaster, to continue with mission-critical operations and to ensure the return to normal operations as soon as possible

Original details: (10225676) C:\Users\User\NWUNextcloud\Finale beleide vir web\BCP\2P\_2.12.5.5\_Policy on Business Continuity.docm  
19 November 2025

File reference: 2P\_2.12.5.5