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## RISK AND ETHICS MANAGEMENT

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*A long and healthy life for all communities of the North West Province*

### BUSINESS CONTINUITY MANAGEMENT POLICY

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<b>Review Date</b>	December 2025
<b>Description</b>	This policy defines the Department's position on Business Continuity Management Plans.
<b>Coverage</b>	This policy document is applicable to all officials and stakeholders of North West Department of Health.
<b>Policy Number</b>	<b><i>R&amp;EM22/P04/R25</i></b>

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## ***Business Continuity Management Policy***

### **1. POLICY STATEMENT:**

The North West Department of Health recognises and acknowledge that Business Continuity Plan and Disaster Recovery Plans as part of Business Continuity Management Framework are paramount to ensure continuous Health Care Service delivery to the Citizenry of North West Province and beyond.

The primary objective of the Business Continuity Management Policy is to provide reasonable assurance on the responsiveness or readiness of the North West Department of Health to manage uncertain future occurrences (risks) that might threaten continued functioning of the department including health care facilities.

This policy endeavours' to raise consideration on possible business disruptions and also to mitigate or prevent all foreseeable disruptions that may impact normal business operations of the North West Department of Health.

### **2. PURPOSE AND OBJECTIVE OF THE POLICY:**

#### **2.1 The purpose of this policy is to:-**

- (a) Ensure that the Business Continuity Management activities are conducted and implemented in an agreed and controlled manner so as to achieve minimal impact to North West Department of Health from various disruptions,
- (b) Achieve and maintain a Business Continuity capability which meet the needs of critical operations such as health care facilities, fit for purpose and is appropriate to the magnitude, complexity and nature of North West Department of Health.

#### **2.2 The objectives of this policy are to:-**

- (a) Ensure that the North West Department of Health is ready to continue, recover and resume its primary business operations if it is affected by a business disruption;



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- (b) Establish adequate levels of prevention and resilience in North West Department of Health services to mitigate the impact of a potential disaster or other disruptions;
- (c) Support critical functions in a pre-defined time period as documented in the Business Continuity Plan;
- (d) Resume normal business activities within the best possible timeframe to meet the Recovery Time Objective, Recovery Point Objective as well as Maximum Allowable down Time
- (e) Impart awareness of Business Continuity to all employees and, where applicable, to relevant external parties including contractors and suppliers;
- (f) Ensure that necessary arrangements are made to support critical services in the event of a disruption;
- (g) Ensure that Business Continuity Management plans are regularly tested and updated to meet the changing needs of North West Department of Health.
- (h) Minimise the impact of a business disruption in the event of a major incident.

### **3. AUTHORITY OF THE POLICY:**

This policy is issued under the authority of Member of Executive Council (MEC) as the Executive Authority for North West Department of Health.

### **4. REGULATORY FRAMEWORK:**

This policy is guided directly or indirectly by the following prescripts:

NO	LEGISLATION
1	Constitution of the Republic of South Africa, 1996( Act No. 108 of 1996)
2.	Public Finance Management Act, 199( Act No1 of 199
3.	Public Service Act, 1994( Proclamation No 103 of 1994)
4.	National Archives and Records Service of South Africa Act

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	(NARSSA), Act No 43 of 1996 as amended.
5.	Public Service Regulations of 2016
6.	Occupational Health and Safety Act, 1993( Act No 85 of 1993)
7.	Disaster Management Act, 2002(Act No 57 of 2002)
8.	Electronic Communications and Transactions Act, 2002( Act No 25 of 2002)
9.	National Health Act (NHA), Act No 61 of 2003
10.	Minimum Information Security Standards of 1996

### **5. SCOPE OF APPLICATION:**

This policy shall apply to all officials of the North West Department of Health including but not limited to temporary personnel and contractors providing services to the department.

### **6. DEFINITIONS OF TERMS:**

The following definitions are applicable for the purpose of this policy document:

<b>NWDoH</b>	North West Department of Health
<b>Executive Authority(EA)</b>	Member of Executive Authority, who also serves as the Political Head of North West Department of Health.
<b>Head of Department(HOD)</b>	Head of Department, who serves as the Accounting Officer of North West Department of Health
<b>Departmental Executive Committee</b>	A Committee comprising of MEC, HOD, DDG and Chief Directors. It is chaired by MEC
<b>Departmental Management Committee</b>	A Committee comprising of HOD, DDGs, Chief Directors, CEOs and Directors. It is chaired by HOD
<b>Social Cluster Audit</b>	A Committee which provides oversight on departmental financial,



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<b>Committee</b>	risk management, internal control and governance systems.
<b>Risk Management Committee</b>	A committee appointed by Accounting Officer to provide oversight on risk management activities
<b>Business Continuity Management</b>	The development, implementation and maintenance of plans, resources and actions to ensure the continued achievement of critical objectives in the event of a significant or crisis event.
<b>Business Continuity Plan</b>	A document containing all of the information required to ensure that the business is able to resume critical business activities should an emergency or disaster occur
<b>Disaster Recovery Plan</b>	A document containing activities and procedures designed to return the department's operations / functions to an acceptable condition following a disaster.
<b>Crisis Management Plan</b>	A set of department's documented plan of action to response and manage an incident or crisis and also to return to the business to service in a reasonable amount of time following a disruptive event
<b>Emergency Management Plan</b>	A document outlining procedures and response to emergencies or disaster that are of a magnitude to cause a significant disruption of the functioning of all or portions of North West Department of Health.
<b>Communication management plan</b>	A document outlining how the department intends to communicate the business continuity management plans to employees and stakeholders.
<b>Disaster</b>	A tragedy of a natural or human- made( induced) hazard that negatively affect the environment
<b>Crisis</b>	An untoward event that potentially or actually results in disruption of day to day functioning of a part or the whole of North West Department of Health, sufficient to require management to divert a portion of their attention, time , energy and resources away from business as usual activities.



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<b>Epidemic</b>	A disease that affects a large number of people within the community, population or region.
<b>Pandemic</b>	An epidemic occurring world wide crossing international boundaries and usually affecting a large number of people.
<b>Business Continuity Management tests</b>	Regular tests that a department performs in order to reach a level of comfort that the recovery strategies and supporting infrastructure satisfies the recovery requirements.
<b>Hazard</b>	A situation which poses a level of threat to life, health, property or the environment
<b>Risk Management</b>	A proactive and continuous process of identifying, assessing, mitigating, managing and monitoring risks that may have a potential impact on the realization of strategic or operational outcomes of the department.
<b>Information Communication Technology</b>	Refers to technologies that provides access to information through internet, wireless network, cell phone etc.
<b>Resilience</b>	The ability to recover or return quickly to the original form or position
<b>Stakeholders</b>	Individuals and organisations who are actively involved or whose interests may be positively or negatively affected as a result of application of this policy.

### **7. POLICY PRINCIPLES AND VALUES:**

This policy is guided by Batho Pele principles which emphasize the importance of “People First” in relation to the external clients (Citizenry of North West Province) and secondly in relation to the employees of the department.



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### **8. STRUCTRE AND INSTITUTIONAL ARRANGEMENTS:**

#### **8.1 Departmental Executive Committee**

The Departmental Executive Committee mandate is to provide leadership and guidance on key strategic Business Continuity policy matters.

#### **8.2 Departmental Management Committee**

The Departmental Management Committee's mandate is to provide leadership and guidance on Business Continuity Management policy matters

#### **8.3. Risk Management Committee**

The risk management committee's mandate is to provide oversight function on the effectiveness of risk management processes and make recommendations to the Accounting Officer to improve departmental treatment plans against any risks. It also has to provide oversight role into ensuring that business continuity management processes are effectively and efficiently developed and implemented.

#### **8.4. Risk Management Unit**

Risk management unit whose function amongst others is to co-ordinate the development and implementation of business continuity management processes.

### **9. ROLES, RESPONSIBILITIES:**

#### **9.1 MEC**

The MEC (Executive Authority) shall:

- a) Approve the Business Continuity Management Policy
- b) Set the tone at the top by supporting North West Department of Health objectives for effective continuity before , during and after a business disruption;





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### **9.2 HOD:**

**The HOD (Accounting Officer) is responsible for:**

- a) Approve Business Continuity Plan and Disaster Recovery Plan.
- b) Creating a working environment that is conducive for the implementation of Business Continuity Management policy.
- c) Holding management accountable for designing, implementing, monitoring and integrating Business Continuity Management Programmes into their day-to-day activities;
- d) Providing leadership and guidance to enable Management and internal structures responsible for various aspects of Business Continuity Management to properly perform their functions;
- e) Ensure that Business Continuity Management is a key responsibility in the performance agreement of Senior Managers in the Department

### **9.3 Departmental Executive Committee**

The Departmental Executive Committee mandate is to provide leadership and guidance on key strategic Business Continuity policy matters.

### **9.4 Departmental Management Committee Members**

- a) DMC Members of North-West Department of Health shall ensure that their subordinates comply with this policy
- b) Provide support to the business continuity Management activities and initiatives
- c) Avail resources in response to a business disruption and testing of recovery capability
- d) Embed business continuity programmes in daily operations



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### **9.5 Cluster Audit Committee**

- a) Provide oversight on business continuity management activities,

### **9.6 Risk Management Committee**

- a) Provide oversight on business continuity risks and recommend to management.

### **9.7 Risk Management Unit**

- a) Provide support to the Business Continuity Management activities and initiatives,
- b) Assist to review all business continuity plans in strategic and operational level
- c) Coordinate with all North-West Department of Health critical units and stake holders in evaluating risk for business Continuity Management purposes, and
- d) Provide recommendations for improvement where necessary
- e) Overseeing the activities of tactical level teams;

### **9.8 Information Communication Technology Directorate**

- a) Assist North-west Department of Health before, during and after of Information Communication Technology business disruption;
- b) Report to the Risk Management Committee in terms of the readiness of the recovery plans;
- c) Maintain Information Communication Technology equipment that will assist North-West Department of Health in times of business disruptions;
- d) Identify and maintain Information Communication Technology disaster recovery sites; and
- e) Arrange Information Communication Technology disaster recovery team.



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### **9.9 Communication Services Unit**

- a) Provide communication support to the Business Continuity Management activities and Initiatives;
- b) Provide information on Business Continuity Management activities to staff members of the Department;
- c) Include Business Continuity Management in a departmental communication strategy,
- d) Communicate Business Continuity Management issues before, during and after declaration of a disruption or disaster.

### **9.10 Employees below SMS**

- a) Provide support to the Business Continuity Management activities and initiatives;
- b) Participate in all Business Continuity Management information sessions;
- c) Participate in all testing exercise; and
- d) Embed Business Continuity Management programme in their daily operations.

## **10. POLICY PROVISIONS:**

Business Continuity Management is concerned with improvising the resilience of North-West Department of Health after a disruption of normal business operations.

The Business Continuity Management Plans should be developed to respond to and manage any disruptions that may occur. The Plans should be comprising of Business Continuity Plan and Disaster Recovery Plan.

### **10.1. Business Continuity Plan**

- a) The Department should be resilience in its operations, even after the occurrence of a disruptive event to achieve the overall goals and objectives of North-West Department of Health.



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- b) The Business Continuity Plan (BCP) should be invoked when an event directly disrupts North-West Department of Health critical operations.
- c) Subject to an assessment by the relevant support functions; where disruptions can be managed through normal operation recovery processes the Business Continuity Plan should not be invoked.
- d) For continuity purposes, emphases should be placed on the following:
  - i. Continuity of North-West Department of Health's critical activities after a disruptive event as detailed in the Business Continuity Plan;
  - ii. Sustainability of critical activities at an offsite area.
  - iii. Reinstate the normality of all activities and people's functions.

### **10.2. Disaster Recovery Plan**

- a) Disaster Recovery Plan should outline how information will be retrieved after occurrence of a disruptive event.
- b) The following issues should be considered in developing the Disaster Recovery Plan:-
  - (i) Off-site access to electronic data and information
  - (ii) Storage of critical information at an off-site area'
  - (iii) Tested backed-up information saved on off-site areas'
  - (iv) Develop and maintain all ICT Standard Operating Procedures (SOPs) and
  - (v) Adequate ICT infrastructure to support North West Department of Health requirements.

### **10.3. Pandemic/Epidemic**

Whenever the National/Provincial Government declare a disaster due to a pandemic or epidemic the provisions of this policy as well as provisions by the National/Provincial Government should be applicable.



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### **10.4. Training and Review**

- a) Managers or staff tasked with Business Continuity Management should receive appropriate training to enable them to fulfil their functions.
- b) Business Continuity Plans should be tested through exercise to develop teamwork, competency, confidence and knowledge which will be vital at the time of an incident of business disruption.
  - i. Exercises should be realistic and carefully planned with clearly defined objectives appropriate to the North-West Department of Health's recovery objectives;
  - ii. Exercises should practice the organisation's ability to recover from a disruption and ensure that critical activities, their dependencies and priorities have been correctly identified.

### **10.5. Policy implementation and Communication**

- a) The Risk Management Unit will manage the process of implementation of this Policy and the procedures associated with it thereof, by means of awareness programmes and interactions with stakeholders on how to implement Business Continuity solutions. The Risk Management Unit will also ensure that this policy is available on the North-West Department of Health website for further reference of all employees.
- b) It is the responsibility of the employer to ensure that all employees are made aware of the contents of this Policy, and receive appropriate training and education with regard to the contents of this Policy and their roles.
- c) It is the Responsibility of the employee to ensure that their safety becomes their priority.

### **10.6. Policy Monitoring and Evaluation**

- a) The Risk Management Committee should capture the key performance indicators that will be used to measure and monitor how effective the Policy is, including reporting requirements



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### **10.7. Exceptions and Exemptions**

a) Deviations from this Policy shall only be permitted under the following circumstances:

- i. A breach of security in order to save or protect the lives of people;
- ii. During uncontrollable incidents such as natural disasters; and /or
- lii. With written permission of the Executive Authority of North-West Department of Health.

### **10.8 Grievances or Disputes**

Grievances and /or dispute emanating from the Business Continuity Management Policy shall be dealt with in terms of North-West Department of Health's Labour Relations policy, procedures and/or any relevant legislation.

### **10.9. Limitations and Conditions**

Although the Business Continuity Management forms part of the internal control system of North-West Department of Health, this Policy does not provide guarantee that disruptive event will not happen within the Department, however, this policy and relevant implementation plans will serve as measures to maximise the impact of the business disruption and ensure resumption of North-West Department of Health critical activities as per timeframes to be stipulated in the Business Continuity Plan.

### **11. DEVIATION:**

Any employee who contravenes the provisions of this policy, which may lead to violations of the Public Service Code of Conduct, shall be subjected to disciplinary process.

Any deviation to this policy is subject to approval in writing by the MEC or delegated official.

### **12. INTERPRETATION OF POLICY:**

Should there be any dispute about the interpretation or application of this policy, the enabling legislation shall take precedence.



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### **13. COMMENCEMENT DATE:**

The commencement date of this policy will be on the date of its approval.

### **14. REVIEW CONDITIONS:**

The policy shall be reviewed by North-West Department of Health after 36 months or when necessary, the amendments resulting from the review will be processed in line with the Policy Development Framework. However, where it is deemed not necessary to review the Policy, evidence of the process leading to such a decision should be provided.

This policy will remain in force until and unless it has been withdrawn and amended by Executing Authority.

### **15. ENQUIRIES:**

Enquiries regarding this policy should, in the first instance be directed to the Directorate: Risk and Ethics Management.

### **16. APPROVAL:**

~~Recommended/ not recommended~~

  
**Mr. O. E. Mongale**

**HOD: North West Department of Health**

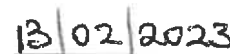


**Date**

~~Approved/ not approved~~

  
**HON. MEC. Mr. M. Sambatha**

**North West Department of Health**



**Date**