

IT113  
Business Continuity Policy

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Document Control

The electronic version of this document is recognized as the only valid version.

Approval History

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Document Sensitivity Level

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Introduction

The aim of having a Business Continuity Management System (BCMS) is to ensure that the Signifi is able to maintain its activities in the face of disruptive challenges. Therefore, all Signifi services and resources owned, leased, or supported by Signifi are expected to prepare, exercise, maintain and review BCP’s based on the principle that each business area should be able to maintain its own critical activities which are key to contributing to the Strategic intention of Signifi.

This policy document defines a broad framework for the implementation of the Signifi BCMS to minimize the impact of business disruption. Full compliance with this policy will ensure procedures exist for recording, assessing and managing business continuity risk; identifying and prioritizing essential activities; responding to business disruptions or incidents, regardless of cause; and maintaining essential services (or restoring services to a minimum acceptable level).

Scope

This policy applies to all users which include but not limited to employees, contractors, part-time and temporary workers, trainees, service providers, and those employed by others to perform work at hosted or outsourced sites, or who have been granted access to Signifi information or systems. This policy applies to all Signifi resources owned, leased, or supported by Signifi, or any outside entity that has signed a Vendor Access Agreement with Signifi.

Principles

1. Signifi Business Continuity (BC) planning is devised to deal with the impact(s) of an event/situation/disruption as opposed to addressing the potential causes and such BC arrangements are crucial to the successful management of Signifi.
2. The strategic responsibilities for BC rest with the Chief Operating Officer and are governed by the BCGB (Business Continuity Governance Board).
3. Signifi BCGB and its Business Continuity Officer (BCO) will ensure that BCP’s are reviewed at least annually, or earlier if subject to significant change and that any new system or activity has documented BC procedures that augment wider Business Area planning.
4. Signifi BCGB and its BCO will provide adequate education and training as well as testing and exercising to validate its plans at regular intervals to ensure awareness of the requirements of this policy.
5. On completion of BCP’s they should be stored securely with both an electronic and hard copy available locally as well as utilizing existing software within the resilience portal of the Signifi Intranet and properly version controlled by the BCO.
6. BC planning is a dynamic, iterative, composite process, which allows for further development and adaptation as circumstances change or risks evolve.

Strategic BCM Aim

To develop, implement and manage a robust and effective BCMS to protect Signifi operations, including users which include but not limited to employees, contractors, part-time and temporary workers, trainees, service providers, and those employed by others to perform work at hosted or outsourced sites, or who have been granted access to Signifi information or systems.

Strategic BCM objectives

Signifi strategic business continuity objectives are to:

* Provide a framework for the development, implementation and monitoring of a Business Continuity Management System (BCMS).
* Identify, assess and minimize business continuity risk.
* Ensure that a three-tiered (Operational/Tactical/Strategic) BCMS adequately addresses planning, processes, training and continuous improvement to manage disruptions that may affect the Signifi or its interests.
* Support the delivery of the Signifi strategy.
* Safeguard the Signifi’s reputational integrity.
* Raise awareness of Business Continuity.

Statement of Intent

Signifi is committed to developing, implementing, and managing a robust and effective BCMS as a key mechanism to:

* Ensure a formal, consistent, coordinated, and cost-effective approach to the continuity of operations.
* Identification of the critical activities of its Business Area activity via robust Business Impact Analysis (BIA) and Risk Assessment (RA)
* Protection, maintenance and recovery of Business Area critical activities as recognized in relevant BIA.
* Developed BC plans will ensure continuity of activities at a minimum acceptable level and within specified timeframes.
* Develop a culture of Business Continuity Management (BCM) that feeds into the Signifi planning and management processes.
* Maintain the confidence of staff and visitors.
* Protect and uphold the reputation of the Signifi and manage an up to date and relevant BCMS.

The BCGB and the leadership of the Chief Operating Officer will endorse and empower the development of a strong BC culture, which is an essential ingredient to providing an effective BCMS. Signifi and its BCO will implement a program of training, exercises, maintenance, and review, which will be delivered through an annual work plan.

Signifi Chief Operating Officer will ensure that nominated Business Continuity Coordinators (BCC) maintain BC plans for critical activities within their areas of responsibility.

Roles and Responsibilities

The Chief Operating Officer has overall responsibility for Business Continuity Management within Signifi.

The Chief Operating Officer chairs the Business Continuity Governance Board.

Business Continuity Governance Board

The Business Continuity Governance Board will:

* Ensure appropriate structures are in place to implement effective Business Continuity arrangements
* Monitor the implementation of this policy
* Raise issues of resource necessary for the adequate control of severe BC risks at the appropriate budgetary forums

Health, Safety and Wellbeing

The Director of Health Safety and Wellbeing has Tactical and Operational responsibility to implement the requirements of this policy and that:

* The BCGB is provided with reasonable assurance or is kept informed of any significant business continuity risks and any associated significant developments, concerns or issue.
* There is appropriate documentation identifying policy and guidance
* With the director of finance, ensuring financial support is available if BC arrangements are invoked

Business Continuity Officer

The Business Continuity Officer is responsible for the development and implementation of the Business Continuity Management System, advising on compliance with non-statutory guidance and working in partnership with IT Services Division and will:

* Provide specialist advice and guidance on BCM issues including the coordination, development, implementation and review of BC plans, processes, and procedures
* Meet with identified Business Area representatives to establish routine and structure as well as the review of business Impact analysis and plans on an annual basis or when necessary
* Work in partnership with Head of Security where necessary to risk assess current and future threats identified through horizon scanning and intelligence gathering
* Coordinating annual update of departmental BC plans
* Embed a Business Continuity culture through communication and the provision of awareness sessions, training and exercises to staff, according to their roles and needs
* Facilitate training, tests and exercises Audit compliance of BC plans
* Provide recommendations and other management feedback as appropriate
* Represent Signifi in the wider Telecommunications Business Continuity arena

Business Continuity Management Teams

As part of the planning and response arrangements for any incident necessitating the invocation of BC plans, critical business stream representatives and coordinators roles will be nominated by the Chief Operating Officer at Signifi.

These individuals having taken part in workshops to understand the methodology behind the preparation of Business Impact Analysis and Risk Assessment will form the teams which will affect the BC response upon the occurrence of an incident and conduct the annual review of arrangements pertinent to their Business Streams.

Emergencies Response Coordinating Group (ERCG)

Upon the occurrence of a disruptive event involving wider consequences across Signifi, it may be necessary to escalate the response. Signifi ERCG, whose representatives are pre-determined from across Signifi to provide leadership, Coordination, communication, and decision making during such a disruptive event.

BCP – Recovery Schedule

|  |  |  |  |
| --- | --- | --- | --- |
| Service Tier | IT Service | Recovery Point Objective (Hours) | Recovery Time Objective (Hours) |
| Tier-1 | Mission-critical applications | 0 | 1 |
| Tier-2 | Business-critical applications | 0 | 24 |
| Tier-3 | Non-critical applications | 24 | 72 |

Please Note:

Signifi will apply all efforts to ensure the above RPO and RTO timelines are met.

Incident reporting and debriefing

Business continuity incidents should be reported and debriefs coordinated to ensure that learning and review informs continuous improvement.

Procurement

Signifi has a number of suppliers and partners on whom it relies upon to provide a continued service. In order to minimize any risk of disruption by failure to supply a product or service, suppliers and partners identified as critical in the relevant Business Impact Analysis will be requested to provide assurances that they have BC arrangements in place. Any organization tendering for Signifi contracts may be asked to complete a BC planning questionnaire.

Those responsible for commissioning or procuring goods or services from external suppliers should consult contracts management colleagues to ensure contracts and/or service level agreements contain the appropriate clauses in respect of business continuity.

Governance

A Business Continuity Governance Board will convene quarterly to oversee the implementation and monitoring of Signifi BCM Strategy. This group will be chaired by the Chief Operating Officer of Signifi.

Training, Awareness and Exercising Maintenance and Review

BC plans are to be validated at regular intervals to determine whether any changes are required to procedures and responsibilities. Planned review periods should not exceed 12 months.

* The Business Continuity Officer will:
* Develop or source a suitable program of training in BCM and BC risk management
* Identify appropriate levels of training and awareness for BC Coordinators, to enable cascade through their areas of activity to affect a strong BC culture across Signifi

Organize exercises of the BC Plans, and advise on local exercising arrangements Prepare and monitor the annual resilience work/ action plan

Enforcement

All instances of non-compliance will be reviewed by the department director. The department director, with the assistance of the Human Resources department has the authority to impose disciplinary actions, up to and including termination of employment or contractual agreement.

Update

This policy and all supporting documentation will be reviewed and updated annually or upon material changes to Signifi business rules, technology processes, organizational goals, or information security objectives to ensure its continuing suitability, adequacy, and effectiveness.

Revision History

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| 1.0 | 2019-11-27 | First version | Darace Rose |
| 1.01 | 2020-02-26 | Minor edits | Seenan Bunni |
| 1.02 | 2020-12-01 | Annual review | Razvan Anghelidi |
| 1.03 | 2021-12-12 | Annual review | Hadeel Alzuhairi |

**Appendix A - Definitions**

**Business Continuity Management System (BCMS)**

An ongoing Management and governance process supported Signifi Senior Management Team and appropriately resourced to implement and maintain Business Continuity Management.

**Business Continuity Management (BCM)**

The holistic management process that identifies potential threats to Signifi and provides a framework for building resilience and the capability for an effective response that safeguards the interests of Signifi

**Business Continuity (BC)**

The capability for Signifi to plan for and respond to incidents and business disruptions in order to continue business operations at an acceptable predefined level.

**Business Continuity Incident (BCI)**

An event or occurrence that disrupts an organization’s ability to deliver normal service and where contingency arrangements are required to return them to an acceptable level.

**Business Continuity Governance Board (BCGB)**

A strategic level group convened by Chief Operating Office to direct the Signifi Business Continuity Management System.

**Business Continuity Plan (BCP)**

A clearly defined, documented and predetermined plan for use when business operations are disrupted by an event. Typically, the plan covers loss of premises, information, people, stock or other technologies.

**Business Impact Analysis (BIA)**

The process of analyzing business activities which support wider organizational products and services, determining threats and risks and the effect business disruption may have on organizational viability

Appendix A – Definitions - Continued

**Risk**

Identification of potential vulnerability-based likelihood and impact.

**Risk Assessment (RA)**

The overall process of risk identification, analysis and evaluation

**Maximum Tolerable Period of Disruption (MTPD)**

The point at which an organizations viability will be irrevocably threatened if the critical activities cannot be resumed.

**Recovery Time Objective (RTO)**

The target time for the resumption of a critical activity after an event.