	IMS	CODE: F.01.11
	Business Continuity Policy	VERSION: 01
AUTHOR: QUALITY AWARD	VERSION DATE: 05/06/2026	APPROVED BY: SMART NS

Smart NS recognizes that the continuity of its services, resources, information, personnel, and supporting infrastructure is essential to the success of the organization and to the fulfillment of its commitments to customers, suppliers, regulatory authorities, and other interested parties.

The purpose of this Policy is to establish the framework for the implementation, maintenance, and continual improvement of the Business Continuity Management System (BCMS) in accordance with ISO 22301.

Management Commitment

Top Management is committed to establishing, implementing, maintaining, and continually improving a Business Continuity Management System that enables Smart NS to effectively prepare for, respond to, recover from, and adapt to disruptions affecting its operations.


Smart NS shall ensure that:

- Business continuity requirements are integrated into business processes and operational activities.
- Business continuity objectives are established, monitored, reviewed, and updated.
- Appropriate resources are provided to support the BCMS.
- Responsibilities and authorities relating to business continuity are assigned and communicated.
- Business continuity risks and opportunities are identified, assessed, and managed.
- Critical business activities and supporting resources are protected against disruption.
- The organization maintains the capability to continue delivering services during disruptive incidents.
- Recovery strategies and solutions are established and maintained.
- Business continuity plans and procedures are developed, tested, maintained, and periodically reviewed.
- Relevant legal, regulatory, contractual, and customer requirements are identified and fulfilled.
- Continual improvement of the BCMS is achieved through audits, exercises, testing, management reviews, and corrective actions.

Business Continuity Objectives

Smart NS establishes the following business continuity objectives:

- Maintain the continuity of critical services during disruptive incidents.
- Ensure the timely recovery of critical activities within established recovery objectives.
- Identify and evaluate threats that could impact business operations, personnel, facilities, information, technology, suppliers, and customers.
- Implement appropriate controls to reduce the likelihood and impact of disruptions.

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- Conduct and maintain Business Impact Analyses to identify critical business activities, dependencies, recovery priorities, and resource requirements.
- Define Recovery Time Objectives (RTOs), Recovery Point Objectives (RPOs), and Maximum Tolerable Periods of Disruption (MTPDs) where applicable.
- Establish and maintain effective response structures, escalation procedures, and recovery arrangements.
- Ensure rapid and coordinated response to incidents, emergencies, and crises.
- Maintain effective communication with employees, customers, suppliers, regulatory bodies, and other interested parties during disruptions.
- Ensure the availability of communication channels during emergency situations.
- Ensure personnel understand their business continuity roles and responsibilities.
- Provide appropriate training, awareness, and competence development activities.
- Conduct regular business continuity exercises and tests to validate the effectiveness of plans, procedures, strategies, and recovery capabilities.
- Address lessons learned and improvement opportunities resulting from exercises and actual incidents.
- Monitor, measure, evaluate, and improve BCMS performance.
- Correct identified deficiencies and implement actions that enhance organizational resilience.

Roles and Responsibilities


Top Management shall provide leadership and demonstrate commitment to the BCMS by approving this Policy, establishing business continuity objectives, ensuring compliance with applicable requirements, providing adequate resources, and supporting continual improvement initiatives.

Managers and process owners are responsible for implementing business continuity requirements within their areas of responsibility, participating in business continuity activities, and ensuring that critical processes and resources are appropriately protected and recoverable.

All employees and relevant external parties are expected to comply with applicable business continuity requirements and contribute to the effectiveness of the BCMS by understanding and fulfilling their assigned responsibilities.

Continual Improvement

Smart NS is committed to continually improving the suitability, adequacy, effectiveness, and maturity of its Business Continuity Management System. Continual improvement shall be achieved through regular Business Impact Analysis reviews, risk assessments, exercises and testing activities, internal audits, management reviews, corrective actions, and the evaluation of lessons learned from incidents, disruptions, and recovery activities.

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The outcomes of these activities shall be used to strengthen business continuity capabilities, improve recovery arrangements, enhance organizational resilience, and ensure that the BCMS remains aligned with the organization's objectives and the requirements of ISO 22301.

This Policy provides the framework for establishing and reviewing business continuity objectives and supporting the long-term resilience of Smart NS.

Monitoring and Review

To ensure its continued relevance and effectiveness, the Policy shall be reviewed periodically and updated whenever significant organizational, operational, legal, regulatory, or business continuity-related changes occur.

Awareness and Communication

This Policy shall be maintained as documented information and communicated throughout the organization to ensure awareness of Smart NS's commitment to business continuity. The Policy shall also be made available to relevant interested parties.



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