



Business Continuity Management System Policy Statements

- DGE is committed to meeting legal, regulatory, and specification requirements for the BCMS. This involves allocating necessary resources and effectively addressing any issues that could affect the DGE's critical operations.
- DGE is committed to implementing the BCMS in line with NCEMA 7000 standard issued by National Emergency Crisis and Disasters Management Authority, ISO 22301 standard issued by International Organization for Standardization, and any relevant internal standards, laws, and business continuity requirements and taking action to ensure external partners commitment.
- DGE is committed to maintaining efficient and reliable information technology platforms that support beneficiaries by providing a secure, scalable, and resilient infrastructure.
- DGE is dedicated to delivering uninterrupted services by continuously improving its customer support systems, even during disruptions.
- DGE will maintain robust information security and data management systems to protect critical assets and ensure operational continuity during disruptions.
- Regular, role-based training shall be provided by the DGE to ensure its employees are prepared to handle disruptions effectively.
- The BCMS shall be tested regularly by DGE through simulations, identifying gaps and driving continuous improvements.
- DGE shall conduct Business Impact Analysis (BIAs) periodically to identify and prioritize critical functions and processes, and to guide recovery efforts.
- DGE shall develop recovery strategies and business continuity plans to ensure expedient restoration of critical functions in accordance with DGE's tolerance level.
- DGE is responsible for establishing and updating comprehensive crisis communication strategies to ensure timely, accurate, and coordinated communication with all internal and external stakeholders during disruption.
- Business continuity risk assessments shall be regularly conducted by DGE to identify potential threats and mitigate their impact on operations.
- The BCMS shall be regularly evaluated and updated by DGE to reflect changes in regulations, risks, and organizational needs.
- DGE is committed to continually improving its BCMS through regular reviews, audits, learning from past incidents, and benchmarking with best practices.