

ISO 22301 Business Continuity Management Systems Certification (BCMS) Policy

Interswitch Limited commits to complying with legal and other applicable requirements and ensuring that identified critical business functions are always available. Interswitch is also committed to:

- Developing, implementing, and managing business continuity management.
- The delivery of business continuity service demonstrated through this Business Continuity Policy and the provision of appropriate resources to establish and develop the Business Continuity Management System (BCMS).
- Conducting a systematic review of performance on a regular basis to ensure quality objectives are met.
- Management Review can take several forms including departmental and other management meetings like (Senior Management Committee).
- The Business Continuity Manager shall have overall authority and responsibility for the implementation and management of the Business Continuity Management system, stated in the business continuity policy and the BCMS Roles & responsibilities.
- Interswitch Limited will ensure that all employees involved in business continuity management are competent based on appropriate education, training, skills and experience.
- Where various third parties, both internal and external, are involved in the delivery of products and services to the company's customers this involves the operation of a business process, or a part of the process on behalf of the firm, they fall within the defined scope of the BCMS.

Interswitch Management acknowledges the need for continual improvement and has introduced various methods to ensure the effectiveness and continual improvement of the processes are achieved. The review of the Business Continuity Policy and related documents shall be performed at least on an annual basis or when significant changes occur to ensure suitability, adequacy, and effectiveness of the BCMS.

6th May 2020

Group Managing Director

Date

**ISO 22301 Business Continuity Management Systems Certification (BCMS)
Objectives**

1. Minimize impacts on stakeholders by protecting all (100%) 6 sigma critical resources annually through a coordinated approach to management and recovery.
2. Minimize loss of revenue by ensuring 99.9% (6 sigma) optimal uptime of critical services and product delivery annually.
3. Ensure a robust and enduring continuity response for 100% (6 sigma) of the critical areas and activities identified.
4. Exercise and test 90% (2.8 sigma) continuity arrangements and plans at least once a year to ensure suitability.
5. Improve skill capability annually by 80% (2.3 sigma) for business continuity resources to enable consistent and excellent delivery of products and services.

6th May 2020

Group Managing Director

Date