

Disclosure Statement on Business Continuity – AUB Bahrain

AUB Group proactively seeks to control and manage the risks related to Business Continuity through a dedicated Business Continuity Management process to ensure that the bank can continue to deliver an acceptable level of service, while maintaining appropriate levels of control, for all critical activities in the event of a disruption.

AUB Group follows an enterprise-wide approach to business continuity to ensure that all identified critical operations, services and systems are recovered in time in the event of a disruption to mitigate any risks to its customers, stakeholders and employees. AUB Group has also adopted a Flexible Business Management approach to business continuity and disaster recovery with the aim of continuing to conduct business as usual to the extent possible on a remote basis even under diverse scenarios of unavailability of premises, infrastructure or resources, with scalability for any duration of time.

Business Continuity Plans are prepared and disseminated to all operating teams and are subjected to regular updates to address changes in business environment and the Bank's operating environment. The Bank's Business Continuity Plan includes mitigation measures for a range of disaster / disruption scenarios. A Crisis Management Team (CMT) comprises experienced senior management members and is designated to manage crises with varying magnitude and characteristics.

The Group's Business Continuity Strategy includes mitigation in the form of adequate insurance coverage and maintenance of offsite data storage and backup systems. These alternate systems are designed to facilitate resumption of business processes within recovery time objectives agreed based on a bank-wide business impact analysis. We aim to recover critical processes and systems within 3 hours of a business continuity plan activation (actual recovery times may however be subject to external factors beyond the Bank's control). The Bank offers its services via multiple alternate channels including branches, internet banking and mobile banking. In the event of a material disruption to the Bank's services, the Bank's website and social media channels will provide regular updates.

The adequacy of the Bank's business continuity plans is confirmed by a programme of regular testing using a variety of disaster scenarios and involving all elements such as people, processes and technology.