

Emirates Development Bank is committed to ensuring the continuity of its core services to its customers and protecting the interests of its employees and stakeholders at all times, even in the event of disasters or major disruptions that may affect its operations and facilities.

The bank has developed a comprehensive and effective Business Continuity Plan (BCP) to ensure the continuity of banking and technology operations in times of emergency.

The BCP aims to achieve the following objectives:

- Ensure the safety of employees and customers in emergency situations.
- Ensure the continuity of essential services to customers without interruption.
- Detect and minimise the impact of disasters and disruptions as quickly as possible.
- Reduce the likelihood of recurrence of disasters and disruptions.
- Comply with international business continuity management standards, such as ISO 27031:2011.

## Disclaimer

The BCP is regularly reviewed and tested to ensure that appropriate enhancements are implemented as technology advances, plans evolve, or regulatory requirements changes. EDB's BCP is designed to meet our existing obligations to our stakeholders in the event of an emergency or significant business disruption; however, it is not infallible. The unpredictable nature of some events may make it impossible to anticipate every scenario that could cause a business disruption. Although we are confident in our own preparedness, EDB has no control over the third party entities that we must rely upon in the event of an emergency. We test our Business Continuity Plan on a yearly basis to ensure our readiness; yet these tests may not replicate conditions we would experience in a real emergency. Our BCP is subject to change without notice.

## Contacting us

Our headquarters is located at Mubadala Tower, Abu Dhabi. Our main number is 800-27-274. If after a significant business disruption you cannot contact us as you usually do, you may go to our website at <https://edb.gov.ae/> contact to obtain alternative contact information if available.