

شركة البحرين للتسهيلات التجارية ش.م.ب.  
BAHRAIN COMMERCIAL FACILITIES COMPANY BSC



# BUSINESS CONTINUITY DISCLOSURE



### **Business Continuity Plan (BCP) Statement of Disclosure**

Bahrain Commercial Facilities Company (“BCFC” or “the Company”) commits to have robust policies and plans in place to address significant business disruptions, including natural disasters, cyber-attacks, and operational interruptions.

#### **About Business Continuity**

BCFC has put in place a comprehensive organizational-wide Business Continuity (BC) policy which is reviewed and approved by the Board of Directors annually. In addition, the Company established plans and procedures to ensure continuity of critical operations covering future significant business disruption and any identified disasters aimed at establishing a systematic response to unexpected events that threaten people, property and continuity of business functions of the Company. It is designed to enable swift recovery and timely resumption of operations within the identified Recovery Time Objective.

BCFC Business Continuity Plan addresses: data backup and recovery; all mission critical systems; financial and operational assessments; alternative communications with customers, employees, and regulators; alternate physical location of employees; critical supplier, contractor, bank and counter-party impact where third-party service providers critical to operations are also subject to business continuity arrangements; regulatory reporting; and ensure customer’s continued access the Company’s services.

In the event of a disaster, the BC plan will be published on the Company’s website, where the continuation of business operations during disruptions will be identified and announced, and subsequently reviewed and updated to account for evolving circumstances or organizational changes.

#### **Risk Assessment and Business Impact Analysis**

BCFC conducts regular risk assessments and Business Impact Analyses (BIA) to identify operational vulnerabilities. These exercises consider scenarios including Cybersecurity Incidents, System Outages, Natural Disasters, Political or Economic Instability, and Pandemics. The outcomes of these assessments are immediately analyzed to diagnose their impact on the Company’s entire operations, and subsequently a set of recommendations are presented along with action plans to close identified gaps.

#### **A Dedicated Team**

BCFC establishes a Business Continuity Management Team, a dedicated experienced team that oversees the Company’s Business Continuity Strategy. The team works closely with the Business Units and Information Technology Department to employ a standardized framework for building, maintaining and testing Business Continuity Plan using a risk-based approach, including baseline requirements and strategies that address incidents with multiple scenarios and varying scopes.



### **Leading Incident Management**

The Crisis Management Committee is led by experienced Senior Management to manage and mitigate the consequences effectively of sudden crises that might affect the Company's associates and clients.

The Crisis Management Committee assesses and directs the Company's response to an incident, ensuring the safety and security of customers, employees and continuity of critical processes, in addition to safeguarding the Company's assets.

The decision to enact the plan is made by the Crisis Management Committee, The Company also maintains plans that cover the response procedures related to these types of incidents.

### **Information Technology and Data Recovery**

BCFC deploys a strategy with a top priority to recover critical data files. It maintains a hot backup for its core applications and other defined services. BCFC maintains secure and redundant systems with scheduled backups and real-time replication for critical applications.

### **Testing and Validation Plan**

As part of the Disaster Recovery Plan, BCFC has established a Business Continuity and Disaster Recovery (DR) plan that harnesses on remote access capabilities and alternate office sites to ensure recovery operations in the event of disaster. These alternate work locations are equipped with the necessary technology, resources, and compliance measures to meet regulatory requirements. A frequent internal DR drill simulation is conducted to test and ensure the effectiveness of recovery strategies. As part of best practices, the Company continuously evaluates the effectiveness of its Disaster Recovery strategies through quarterly DR drill simulations and updates recovery parameters accordingly.

On the testing side, BCFC staff participated parallelly, physically and remotely in the DR test. This test is part of crisis management preparation that aims to achieve the following outcomes:

- 1) Validating the readiness of BCFC's business-critical systems and IT Disaster Recovery environment.
- 2) Assessing the preparedness to manage crises and disasters physically and remotely.
- 3) While BCFC is committed to restoring its operations and services as quickly as operationally feasible, impact and disruption to services may be expected given the nature and complexity of the situation.



### **Employees Training**

BCFC ensures that its employees are well trained, warrants employees understand their responsibilities and preparedness leading to effective resumption of its operations in any case mentioned above. An awareness program and regular tests are conducted to elevate understanding and preparedness regarding the Company's business continuity.

### **Informing Clients**

Providing stakeholders with information about the crisis is a key component of the BCFC Crisis Management protocol. In the event of disruption to business services, the customers will be communicated by executing the available communication means via SMS, emails, social media, and call center.

In addition, clients can access BCFC's services through its Branch Network, Mobile Banking, and Website. Clients also can contact the Company's Call Center at 80008000.

For questions or more information about Business Continuity at BCFC, please contact:

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### **Limitations Disclaimer**

BCFC may not guarantee that its systems will be available or recoverable with the defined timeframes depending on the nature of the event, which might cause significant business disruptions.