



BUSINESS CONTINUITY POLICY

At Access Bank (Ghana) PLC, we recognize the need to ensure that business operates smoothly and without interruption for the benefit of its customers, shareholders, and stakeholders. We are committed to maintain or quickly resume critical operations during a disruption is essential to uphold customer trust, financial stability, and compliance with regulatory requirements. Our Business Continuity Management System (BCMS) is aligned with the ISO22301:2019 standard. Business Continuity requirements will continue to be aligned with organizational goals and objectives, and the Business Continuity Management System (BCMS) is intended to be an enabling mechanism for implementing response and recovery strategies that ensure continuity of critical process/services in the bank by implementation of controls to reduce risks to acceptable levels.

We are focused on the following objectives;

- BCMS 1 - With life, safety as priority, to ensure the safety and welfare of Access Bank's staff and directors and of visitors who are in the organization's premises at the time of an incident.
- BCMS 2 -To minimize the impact on Access Bank of any interruption to normal activities, to a level that is below the impact tolerance level stated in this policy.
- BCMS 3 -To contain any financial costs associated with interruptions or incidents within acceptable levels.
- BCMS 4 - To protect the bank's reputation as a reliable and resilient financial services provider, and to ensure that business is not adversely affected during any interruption.
- BCMS 5 - To safeguard the bank's brand and image following any disruption, ensuring that its capacity to secure future business is not compromised by the incident or the bank's response to it.

Our Business Continuity policies and practices are reviewed periodically to ensure its effectiveness and alignment with evolving risks, regulatory requirements and best practices.