

OmniBSIC Bank Ghana LTD Policy Statement

OmniBSIC Bank Ghana LTD's vision is to be the number one bank in customer service delivery and value creation for all stakeholders. In view of this mission OmniBSIC Bank Ghana LTD is committed to the development, implementation, maintenance and continual improvement of a business continuity management system, appropriate to the scale, nature, complexity and geography of the bank, and the environment in which the Bank operates.

OmniBSIC Bank Ghana LTD believes the way in which we plan, prepare and respond to disruptive events is key to our recovery efforts, business continuity and overall resilience as well as safeguarding the interests of our stakeholders.

As a reflection of this commitment, OmniBSIC Bank Ghana LTD has implemented and is compliant with the applicable requirements of ISO 22301: 2019, the international standard for business continuity and has established a BCMS Policy to be adhered to by all employees, service providers, customers and relevant stakeholders.

Commitment to the Business Continuity Management System (BCMS) extends to senior levels of the organization and will be demonstrated through this BCMS Policy and the provision of appropriate resources to provide and develop the Business Continuity Management Systems and associated controls.

Top Management of OmniBSIC Bank Ghana LTD demonstrates leadership and commitment to the establishment, implementation, operation, monitoring, review, maintenance, and improvement of the BCMS through the following key actions:

1. By ensuring the establishment of the business continuity policy and objectives aligned with the organization's strategic direction.
2. Assigning roles, responsibilities, and authorities for the management and continual improvement of the BCMS.
3. Providing adequate resources in the form of human, financial, and technological resources for the success of the BCMS.
4. Conducting appropriate BCMS awareness programs and training sessions for all employees and continuous development for staff assigned with BCMS roles.
5. Assessment of the effectiveness of BCMS by carrying out regular exercises.
6. Systematic and regular review of the performance of the Business Continuity Management System.

OmniBSIC Bank Ghana LTD BCMS Policy Objectives

The main objective of the Bank's BCMS policy is to:

- Provide the Intention and direction of the business continuity management system.
- Ensure the protection of people, assets, earning capacity, information, reputation, brand and value of the bank and its key stakeholders.
- Enhance the capability and resilience of the bank.
- Ensure continuity of service as is practicable following an unexpected disruption to normal services.

- Ensure compliance with regulatory and governance obligations following an unforeseen incident.

In order to achieve these objectives the Bank has instituted the following:

- **Business Continuity Plans (BCP) & Disaster Management Plan (DMP)**

In accordance with BCM Policy, the Bank has prepared BCP & DMP to facilitate the continuity of critical business processes in the event of various disaster scenarios, which include process disruptions, technology break down, natural calamities, fire, riots etc.

- **Data Centre and Disaster Recovery Site**

The Bank has a Data Centre to provide uninterrupted technology support to Bank's critical Operations in times of service disruptions and a Disaster recovery site in case of failure of the Data centre.

- **Alternate Site.**

The Bank has an alternate site where critical departments and branches can work from in case any incident renders office locations inaccessible.

When a significant disruption occurs:

In the event of significant disruption or a disaster, if your usual access to funds, transactions or branch is affected, please contact the Bank through the 24 hour **Contact Centre on +233 0307 086 000 /0302758555** or our **Toll Free on 0800100790**.