

# **Business Continuity Management System Policy**

## **ISO 22301:2019**

Sharjah Chamber of Commerce and Industry is committed to achieve its vision of “An effective business community in a sustainable global competitive economy” that depends on objectives based on the foundations of excellence and sustainability. And providing its services in its Main Building and all other service centers locations, in addition to Sharjah Center for International Commercial Arbitration “TAHKEEM” in case of emergencies, disasters, and crises by applying the requirements of the Business Continuity Management System ISO 22301: 2019, with focusing on the following points:

- Commitment to apply the Business Continuity Management System’s requirements, and complying with all the relevant legal and regulatory requirements to ensure the continuity of providing the main services during the specific periods of time, while providing the necessary resources for that.
- Commitment to reduce the time of interruption of services, particularly the main ones, to an acceptable level based on the results of risk assessment and analysis of the impact on businesses with prioritization.
- Commitment to incident management and responding to them with high efficiency and effectiveness in order to mitigate the impact on employees, clients, operations and infrastructure through implementing business continuity plans and periodically testing their effectiveness and efficiency.
- Enhancing opportunities and channels of continuous communication with the concerned parties of the Chamber's operations and services in emergency situations and determining the normal service recovery period.
- Commitment to enlightening all the concerned parties about the Business Continuity Management System’s requirements to enhance their capabilities and sustain continuity in main operations and services.
- Continuous improvement by periodically reviewing the Business Continuity Management System’s procedures and objectives, and learning from successful experiences and relevant best practices.

Policy’s suitability will be reviewed in Management Review Meetings

Approval: Board Chairman