

BUSINESS CONTINUITY MANAGEMENT POLICY STATEMENT

- The Board and Management of First Bank of Nigeria Ltd with Head Office located at Samuel Asabia House, 35 Marina, Lagos, Nigeria, which operates in the financial sector, are committed to preserving a defined level of Business Continuity and continual improvement of the Bank's Business Continuity Management System (BCMS).
- This Business Continuity Management policy is based on the standards defined in ISO22301:2019. Each part of the system will continue to meet both this standard, and recognised standard in corporate governance. While the scope of the Business Continuity Management System (BCMS) with respect to ISO22301:2019 certification will eventually encompass the entire organisation that will happen in phases, over a period of time. At this point in time, the scope of the BCMS certification includes key products and services from the entire Head Office, Liability Operations Unit (LOU) & Retail Credit Operations (RCO), Iganmu, Disaster Recovery Site at MainOne and excludes the branches, subsidiaries, other premises at McCarthy and Elephant House.
- Every critical activity within our operation is owned by a designated process owner (Unit Head, Team lead, Head, Branch Services, Branch Manager (BM), Group Head or Head of Department. The department head will ensure that plans for maintaining a minimum and defined acceptable standard of service are in place for each critical activity, including in situations of disruptions or disaster.
- The BCMS is subject to continuous review to ensure its continuing suitability, adequacy and effectiveness.
- Incident Management and Business Continuity Plans will be continually tested and reviewed to ensure they remain relevant. The Operational Risk Department will monitor the review process, benchmark the results and provide support where necessary.
- Contracts with suppliers of goods and services deemed critical must include a requirement for the supplier's business continuity plans to be approved and/or their resilience to be assessed to the satisfaction of the relevant Business Units/Operational Risk Department.

- Management and staff will be made aware of the plans that affect their operations, departments and their roles following invocation. Compliance with this policy is mandatory and appropriate training will be provided where necessary.
- The requirements for the Business Continuity Management System (BCMS) shall apply only to those areas within First Bank that are within the scope of the BCMS.
- FirstBank corporate objectives are aligned to the Business Continuity Management System and obligations of the Bank are considered.

- **THE OBJECTIVES OF THIS POLICY ARE AS FOLLOWS:**
 - To provide continuity of service in the event of a business disruption, ensuring that key services are resumed within the agreed timescales (acceptable level of risk) as documented in the Business Continuity Plans.
 - Ensure statutory, regulatory requirements and contractual duties are considered in the implementation of the Business Continuity Management System (BCMS).
 - To effectively manage any incident that may cause a business disruption as well as ensuring that the interests of all key interested parties (regulators, suppliers, media, transport services, employees, customers, shareholders, investor community, emergency services e.t.c.) are met.

- The Chief Risk Officer (CRO) is the owner of this document and is responsible for ensuring that this policy document is reviewed and reapproved by the Board at least annually and in the event of significant changes and/or incidents.
- A current version of this document is available to all members of staff on the corporate intranet.