

Disclosure Statement on Business Continuity – Kuwait Finance House (KFH) Bahrain

Kuwait Finance House B.S.C. (c) (the “Bank”) proactively seeks to control and manage the risks related to Business Continuity through a dedicated Business Continuity Plan (“BCP”) process to ensure that the Bank can continue to deliver an acceptable level of service, while maintaining appropriate levels of control, for all critical activities in the event of a disruption.

The Bank follows an enterprise-wide approach to business continuity to ensure that all identified critical operations, services, and systems are recovered in time in the event of a disruption to mitigate any risks to its customers, stakeholders, and employees.

The Bank’s Business Continuity Strategy includes mitigation in the form of adequate insurance coverage and maintenance of offsite data storage and backup systems. These alternate systems are designed to facilitate resumption of business processes within recovery time objectives agreed based on a bank-wide business impact analysis. The Bank aims to recover critical processes and systems within three (3) hours of a BCP activation (actual recovery times may however be subject to external factors beyond the Bank’s control). The Bank has also adopted a virtual business management setup for business continuity and disaster recovery with the aim of continuing to conduct business as usual to the extent possible on a remote basis even under diverse scenarios of unavailability of premises, infrastructure, or resources, with scalability for any duration of time.

In cases where a branch operation is disrupted, business activities will be moved to an alternate location to enable prompt response and recovery of operations as early as possible. In the event of a prolonged disruption to one of the branches, permanent relocation of staff to an alternate location will be arranged where the Bank will resume to provide its service. The Bank will continue to offer its services via multiple alternate channels including branches, internet banking and, mobile banking. In the event of a material disruption to the Bank’s services, the Bank’s website and social media channels will also provide regular updates.

The Bank has established its Business Continuity and Disaster Recovery Data Centre at a location geographically distant from the headquarters, equipped with uninterruptable power supplies (UPS) and generators to support uninterrupted service in the event of any adversities.

BCPs are prepared and disseminated to all operations teams and are subjected to regular updates to address changes in the business environment and the Bank's operating environment. The Bank's BCP includes mitigation measures for a range of disaster/disruption scenarios. A Crisis Management Team (CMT), represented by experienced senior management members, is designated to manage crises with varying magnitudes and characteristics.

The Bank's BCP undergoes regular testing programs using a variety of stress scenarios and involving all elements such as people, processes, and technology. The testing requires participation of various concerned stakeholders with primary recovery roles. The testing plan is actively monitored to detect areas for improvement and to ensure appropriate recovery and resolution.

In its effort to provide secure, reliable, and available banking services, the Bank continues to maintain its ISO 22301:2019 Certification. The Bank maintains this certification after thorough internal and external audit procedures, ensuring the satisfaction of all standard requirements. ISO 22301:2019 is deemed the highest international standard for business continuity management systems (BCMS) and demonstrates the Bank's dedication to protecting its assets, clientele, staff, and operations from potential disruptions or disasters.

Whereas the Bank's BCP is designed to meet existing obligations towards customers and stakeholders in the event of an emergency or significant business disruption events to the extent possible, it is not infallible due to the unpredictability of real-life emergencies and business disruption events. Accordingly, the Bank makes no representations or warranties of any kind, express or implied, by law or otherwise, including without limitation any warranties on the BCP's perfection, or error-free or uninterrupted operation.