



Business Continuity Management System (BCMS) Policy Statement

Version 1.0

As a modern, forward-looking business, Sterling Bank Ltd. ("Sterling Bank" or "the Bank") recognizes the need to ensure business operations are performed smoothly and without any interruptions for the benefit of its customers, shareholders, and stakeholders.

At Sterling Bank, we are driven by our vision, which is to be the financial institution of choice, therefore, the Bank has aligned its processes to achieve compliance with this commitment by implementing and maintaining a Business Continuity Management System, designed to meet the requirements of ISO 22301:2019 (Business Continuity Management System).

The objectives of implementing and maintaining a Business Continuity Management System for the benefit of all stakeholders include to:

- Ensure essential business data are protected and recovered within specified recovery objectives following a disruption.
- Comply with Sterling Bank's requirements, contractual, regulatory, and legal requirements.
- Preserve the ability to meet stakeholder expectations in a wide range of circumstances, including meeting third party arrangements.
- Ensure the safety and welfare of Sterling Bank's staff and visitors who are within its premises at the time of an incident.
- Identify weaknesses and implement a disaster prevention program
- Provide for an orderly and expedited recovery after a disruptive event.
- Continually improve the Business Continuity Management System (BCMS).

Commitment to the delivery of business continuity is owned by Senior Executives of the Bank and shall be demonstrated through this Business Continuity Management System Policy and the provision of appropriate resources and approval of business continuity plans to establish and develop the Business Continuity Management System.