BUSINESS CONTINUITY POLICY

Statement of Intent

Khidmah's Business continuity policy sets out the intention and direction of Executive management for its Business continuity management framework including but not limited to

- Establish Business Continuity Governance.

- Maintain Communication and Awareness to embed Business continuity in the corporate culture

- Continually identify risks and opportunities and assess strategies and solutions

Khidmah objective is to enhance its organizational resilience by

- Preparing for, responding to, and recovering from disruptions.

- Encouraging its partners to be aligned with its preparedness strategies

- Maintaining its ability to continue essential operations at acceptable capacities.

- Protecting against and reducing the likelihood or impact of disruptions.

- Aligning with the NCEMA 7000:2021 and international standards ISO22301:2019.

Top management is responsible for setting the organization's policy for business continuity and for ensuring that a governance and risk management framework and reporting structure for Khidmah's Business continuity Setting BCM policy, scope and objectives for the management system, providing resources, ensure communications, provide support to other managerial roles and promoting continual improvement.

Khidmah has established a Business continuity management and crisis management committee (BCM committee) with defined charter, responsibilities, authorities and communicated to relevant levels of the organization. BCM Committee ensures the ongoing maintenance, governance, awareness, and training for BCM. The committee shall be chaired by one of the members of executive leadership team.

Khidmah performs Business Impact Analysis (BIA) and determines the Maximum Tolerable Period of Disruption (MTPD) for each of its critical business Processes and has established the time within which the impacts of not resuming activities would become unacceptable and setting Recovery Time Objectives (RTOs).

Khidmah conducts Business continuity exercises in the form of discussions and simulation exercises, walkthroughs, familiarization or live tests.

Khidmah shall periodically evaluate its Business continuity management system in line with its growth and change management and updated to reflect changes in the organization while working towards continual improvement of the Business continuity strategies.

This policy has been approved by Khidmah's Crisis and Business continuity Management Committee and by its CEO. It will be reviewed, and if necessary revised, annually to keep up to date and will be communicate to relevant stakeholders.

Abdellatif Sfaxi
Chief Executive Officer

Date: 01 November 2022