AL MASAOOD | ENERGY

BUSINESS CONTINUITY POLICY

The company is committed to upholding its responsibility to customers by ensuring the uninterrupted delivery of products and services at satisfactory levels, even in the face of disruptive incidents. Such incidents may stem from issues related to IT, telephones, the building or external environmental factors.

Aims
- Ensure the welfare of all Employees and visitors on site.
- Establish clear business continuity objectives to ensure compliance and enhance operational resilience in the face of potential disruptions
- Maintain communication with the Employees during operational disruption.
- Reduce the frequency and impact of significant operational disruptions.
- Continue to deliver agreed-upon products, services, and business areas during operational disruption.
- Maintain public and customer confidence and the Company's reputation.
- Continuous improvement of the business continuity system.

Objectives
- To establish and maintain a business continuity program that aligns with ISO 22301, NCEMA 7000:2021 and industry best practice.
- To identify, assess, prioritize and maintain a register of key products and services, and their recovery time objectives.
- To document, analyze and regularly review operational risks that threaten the delivery of our key products and services, and implement controls necessary to bring the risk within our risk appetite.
- To ensure the agreed resources required to recover key products and services are available and maintained.
- To create and regularly maintain a corporate incident management plan, for incidents to have an appropriate, effective and efficient response.
- To establish a method of communication to all Employees for the purpose of issuing guidance during a major incident.
- To create robust business continuity and disaster recovery plans for agreed key products, services and IT applications.
- To ensure all plans are regularly exercised and maintained, they will be implemented effectively and efficiently during possible disruption.
- To create, assess, prioritize, and maintain a register of key suppliers and ensure that all key suppliers have appropriate business continuity arrangements to protect the delivery

of their services to the Company and our customers.

- Periodically review business continuity requirements to align them with our current needs.
- Review and develop the processes of the business continuity system. Work continuously to improve them, to achieve the highest levels of efficiency and effectiveness.
- Strive for continuous improvement of the business continuity system, regularly testing the effectiveness and efficiency of the system, and aligning the system with the goals and policies of the AME.
- Commit to laws and regulations related to the business continuity system.
- Monitor the performance of the business continuity system through regular administrative reviews, continuous improvement of relevant policies, and submission of appropriate reports to leadership levels and relevant stakeholders.
- Ensure that all organizational units and employees in the AME are committed to implementing the business continuity management system, and comply with it, to enhance the system's coverage and inclusiveness for all AME activities.

Ahmad El Tannir
General Manager

Ralph Samaha
Reg Business Development Manager