Governance
& Business Continuity

1. Business Continuity

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

We believe that good governance goes beyond overseeing the management of the Bank. We make sure that our board and management understand the challenges and opportunities of our changing industry and how we can leverage it, while mitigating risks and keeping a high level of integrity.

Policies

- Anti-Money Laundering and Counter Terrorism Financing Compliance Policy
- Business Continuity Management Policy
- Compliance Branches Policy
- Compliance Charter
- Conflict of Interest Policy
- Compliance Risk Assessment
- Crisis Management Policy

- Group Compliance Monitoring Policy
- Group Foreign Account Tax Compliance Act Policy
- Group Sanctions Compliance Policy
- Personal Account Dealing Policy
- Whistleblowers Policy

Business Continuity

Business continuity is about having a plan to deal with difficult situations which are likely to disrupt or put business operations at risk. At Emirates NBD, we take all threats seriously, taking all measures possible to protect the interests of the Group, our customers, employees and stakeholders.

Business Continuity in the Face of the Pandemic
Building resilience and ensuring the safety and wellbeing of our employees, customers and stakeholders is our top priority. Prior to COVID-19 being elevated to the status of pandemic, we had already prepared a recovery strategy which encompassed technology enhancements and business processes, detailing how the workforce would continue to operate to maintain business operations.

The following staged approach was taken as part of our response strategy:

1
During the initial phase, when COVID-19 was still limited to a handful of countries, a percentage of our employees began working from home and split operations were put in place. The upgraded infrastructure included: support for conducting online meetings, training, and smooth functioning of all key technology systems.

2
In later stages, we increased the number of employees working from home, whilst operating with skeleton employees or split operations when working from home was not possible.

3
We implemented best practices to reduce the spread of the virus across all our locations. This included; temperature screening, sanitisation tunnels at entrances, enhanced deep cleaning, sanitation protocols and limiting the use of meeting rooms, amongst others.

4
We ensured that we stayed in contact with employees, circulating key updates related to health and safety measures.

For more information, please refer to Emirates NBD 2020 Annual Report