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Business Continuity Management Policy

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CHANGE HISTORY SHEET

Version No.	Clause No.	Description of Change	Effective Date	Updated / Modified by
001	-	First Version		
002	-	Second Version	July 2023	
003	-	Third Version	June 2026	BCM Team
	All	Alignment with TAQA BCM Policy		
	7.1	Policy Statement included		
	7.2	BCM Objectives updated		
	4	Golden Standard -add reference and objective.		

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1- PURPOSE

The purpose of business continuity management (BCM) Policy is to integrate business continuity into the overall Organization's business objectives, operations and strategy, by providing a framework to establish, implement, monitor and ultimately improve its BCM capability.

- The Policy confirms TAQA Water Solutions (TAQA-WS) commitment to satisfy applicable requirements, to have continual improvement of the BCM Program and build resilience through sound business continuity principles and ongoing governance to ensure that TAQA-WS can adapt and respond to disruptions quickly.
- TAQA-WS will ensure that the BCM Policy is documented and communicated to all employees, stakeholders, and relevant interested parties.
- The Policy provides the context in which the required BCM capabilities are designed and implemented. The Policy provides an overview of making up the BCM lifecycle, which shall be implemented across all Divisions and Departments at TAQA-WS.

The BCM Program also includes the Crisis Management Framework, which will be activated to provide strategic oversight and direction during a crisis. In such an event, the Crisis Management Team will coordinate with the BCM Section to ensure alignment between crisis response and business recovery efforts.

2- SCOPE

The scope of the BCM Policy is applicable to all divisions and departments of TAQA-WS, including TAQA-WS HQ Sky Tower, Al Ain Hazzaa Stadium, all pumping stations, network, labs, and sewage treatment plants across the Emirate of Abu Dhabi.

The BCM Policy applies to all TAQA-WS' business activities, IT systems, service providers, consultants, contractors, and outsourced staff. The IT Disaster Recovery plans will be integrated with the BCM to ensure the achievement of the overall resilience objectives. All necessary stakeholders of TAQA-WS are required to adhere to the requirements of the BCM Policy.

3- RESPONSIBILITY FOR IMPLEMENTATION

- Senior Management shall be responsible for supporting, endorsing, and ensuring the effective implementation of this BCM Policy across TAQA-WS. Senior Management shall provide the necessary resources, oversight, and direction to ensure compliance with the requirements of the BCM Program.

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- The BCM Section shall be responsible for coordinating, implementing, monitoring, reviewing, updating, and maintaining the BCM Policy and the BCM Program.
- The BCM Section shall provide guidance to business functions and monitor compliance with the requirements of this Policy.

4- REFERENCES

Document Reference	Document Name
NCEMA 7000:2021	United Arab Emirates - The Supreme Council for National Security, National Emergency Crisis and Disasters Management Authority (NCEMA) - Business Continuity Management Standard and Guide
ISO 22301:2019 (E)	Security and Resilience – Business Continuity Management Systems – Requirements
BCMM001	TAQA-WS Business Continuity Management Manual
SP - 009	TAQA-WS Incident Reporting & Investigation Procedure
IMS	All Integrated Management System (IMS) Documents
BCMS – HQ- POL-001	TAQA HQ Business Continuity Policy
ADCMC- PIR-PLAN -01-V.01	ADCMC-Golden Standard
RMA-BCM-MAN-006	TAQA HQ BCMS Governance Framework
RMA-BCM-MAN-005	TAQA HQ BCMS Methodology
RMA-BCM-INFO-002	TAQA BCM Functional Toolset Strategy

5- TERMINOLOGIES

Acronyms	Full Text
Business Continuity Plan (BCP)	Documented information that guides an organization to respond to a disruption and resume, recover and restore the delivery of products and services consistent with its business continuity objectives.

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Acronyms	Full Text
Business Impact Analysis (BIA)	The process of analyzing the impact over time of a disruption on the organization.
Crisis Management Framework	Document specifying which procedures and associated resources are to be applied by whom and where in a crisis.
Crisis Management Team (CMT)	Group of individuals functionally responsible for leading the organization's crisis management response.
Disruptive Incident / Disruption	An incident, whether anticipated or unanticipated, that causes an unplanned, negative deviation from the expected delivery of products and services according to an organization's objectives.
Interested Parties	Stakeholder (internal and external: person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity)
Top Management	A person or a group of people who direct or lead an organization at the highest level.
ADCMC	Emergencies, Crises and Disasters Management Centre - Abu Dhabi
BCM	Business Continuity Management
TAQA-WS	TAQA Water Solutions

6- DISTRIBUTION

- This document shall be classified as 'Internal' and shall contain information that is intended only for the use of employees and authorized third-party vendors that will interface with TAQA-WS in line with TAQA-WS's Information Classification Policy.
- The BCM Section will ensure that the BCM Policy is documented and communicated to all employees, stakeholders, and relevant interested parties.

7- CONTENT

7.1 POLICY STATEMENT

TAQA-WS is committed to enhance its business resilience and maintain its ability to deliver value to stakeholders and all interested parties even in the face of adversity through the establishment and implementation of the BCM Program. To ensure operational continuity, TAQA-WS's Top Management has committed to:

- Implement a BCM System in alignment with NCEMA 7000:2021, ISO 22301:2019 & ADCMC Golden standards.

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- Comply with all applicable federal BCM laws, local regulations, as well as the requirements, needs, and expectations of the relevant stakeholders.
- Build a Governance Framework to ensure define the roles, responsibilities and authorities at all levels aiming the effectiveness of the business continuity system.
- Provide adequate and necessary support, such as resources, training, and awareness, to effectively implement, monitor, and maintain its BCM activities.
- Set measurable BCM objectives that are aligned with TAQA-WS organizational objectives, ensuring periodic review and performance measurements.
- Foster a culture of resilience across the organization, with a focus on continual improvement practices to regularly update and enhance business continuity efforts.
- Preserve the interests of clients, shareholders, and interested parties by ensuring effective communication during disruptions and prioritizing their needs in our business continuity planning and recovery strategies.

7.2 BCM OBJECTIVES

The objective of the BCM Policy is to ensure TAQA-WS can effectively respond to and recover from disruptive incidents, thereby minimizing the impact on critical business operations and sustaining continuous service delivery. The following BCM objectives have been defined:

- Ensure the continuity of critical business processes and services.
- Provide timely availability of all key resources necessary to operate critical business activities and processes, to a pre-defined applicable level of operation.
- Identify potential BCM risks/threats that may impact TAQA-WS's reputation, operations, finance, and regulatory requirements
- For all identified potential BCM risks/threats, implement and cascade business continuity strategies and plans across TAQA-WS.
- Provide periodic training and awareness to all the employees and relevant Interested Parties
- Evaluate the BCM Program's suitability, adequacy, and effectiveness through business continuity performance indicators, management, and independent reviews
- Ensure the BCM Program is tested at least on an annual basis
- Ensure the lessons learned program is documented and cascaded across TAQA-WS
- Ensure there is integration and alignment in all aspects of Crisis, Emergency, and Incident Response. This includes the Crisis Management Framework, Operational Emergency Response Plans, all Disaster Recovery Plans, and any other Response Plans that are known and relevant to TAQA-WS.

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- The implementation and maintenance of the BCM objectives shall be reviewed in line with the schedule for Policy review, or when a significant change occurs within TAQA-WS' operating environment.
- Ensure there is alignment with the ADCMC golden standard requirement.

7.3 BCM COMMUNICATION AND REPORTING

TAQA-WS maintains effective communication with all its Interested Parties to ensure the success of the BCM Program. This includes:

- **Internal Communication**

TAQA-WS maintains internal communication with its employees on matters pertaining to BCM. Awareness messages are sent through the Communications Team on a regular basis to ensure BCM culture is maintained. All new employees will be advised of the BCM Policy as part of the induction process.

Additionally, BCMC meetings allow internal dialogue and reporting to senior management in relation to Business Continuity performance, risks, and opportunities, held annually at a minimum and as and when needed.

- **External Communication**

The BCM Section maintains communication with various external parties, especially regulatory authorities, throughout the year. During a disruption, clear communication with external stakeholders, including TAQA-WS customers, suppliers, and regulatory bodies, is managed by a designated crisis communication team to safeguard reputation and maintain business continuity. The Business Continuity report is submitted to the Department of Energy (DoE) as per DoE policy requirements, incident and Post-Incident Debriefs.

A formal notification process ensures swift communication of incidents to all the relevant Interested Parties. Regular updates will be provided throughout the disruption period. After an incident, a formal report will be shared with key stakeholders outlining recovery actions and lessons learned.

- **BCM Policy Communication**

The BCM Policy shall be communicated to all the interested parties as and when the policy undergoes significant changes.

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7.4 BCM MONITORING AND CONTINUAL IMPROVEMENT

- The BCM Section shall define a set of key performance indicators (KPIs) to assist in monitoring the division's performance annually and shall review the effectiveness and implementation of the BCM Policy.
- Internal Audit Review and Management Review shall be conducted on the BCM Program on an annual basis.
- External Audits (from DoE, ADCMC, certification bodies, and others) assist in maintaining and continually improving the BCM Program at TAQA-WS.
- The BCM Policy shall be reviewed annually or when TAQA-WS undergoes significant changes that may impact the BCM Program.