

CBUAE INTEGRATED MANAGEMENT SYSTEM POLICY

We, the Central Bank of the UAE (CBUAE), are mandated to promote monetary and financial stability, efficiency and resilience in the financial system, and the protection of consumers through effective supervision that supports economic growth for the benefit of the UAE and its society. In line with our strategy to ensure the happiness of all our stakeholders, we have developed and implemented an integrated management system (IMS) based on PAS 99:2012 and in compliance with ISO 9001:2015 - Quality Management System (QMS), ISO 20000-1:2018 - IT Service Management System (ITSMS), ISO 22301:2019 - Business Continuity Management System (BCMS), and ISO 27001:2013 - Information Security Management System (ISMS).

In our aim to achieve excellence in all what we do, we have recognized that the above standards are the key to maintaining our credibility in creating a culture of continual improvement, enhancing employees' engagement and empowerment, and developing innovative products and services.

To meet the Integrated Management System (IMS) requirements, we are committed to:



Continually improving all processes, and services to support all CBUAE business units as well as the organization's strategic direction.



Delivering quality and on-time products & services that meet or exceed our interested parties' expectations and enhancing stakeholders' satisfaction.



Providing a framework to constantly establish, improve and monitor the effectiveness of IMS objectives and eliminate any deviation.



Enhancing employees' competencies, enabling, and engaging them at all levels of the organization to continually improve our operational performance.



Complying with all relevant legal, regulatory, and other requirements locally and internationally.



Managing strategic and operational risks to ensure the effective achievement of CBUAE objectives.



Implementing a Business Continuity Management System to ensure maintaining normal business operations with minimal disruption during crisis, emergency, or disaster.



Planning, continual monitoring and effective reporting to ensure availability and continuity of our IT Services.



Implementing effective security measures to protect and safeguard the confidentiality, integrity, and availability of information from all types of threats, whether internal or external, deliberate, or accidental, and manage all risks threatening information security.

This IMS policy is issued and communicated to all employees and other relevant stakeholders and interested parties through different channels. This Policy should be understood and implemented by all CBUAE employees and reviewed annually by Top Management to ensure its effectiveness and consistency with the CBUAE strategic directions and business activities.