



Business Continuity within ISTD

ISTD recognizes at senior levels the need to ensure that its business operates smoothly and without interruption for the benefit of its citizens, and other stakeholders.

In order to provide such a level of continuous operation, ISTD has implemented a Business Continuity Management System (BCMS) in line with the international standard for business continuity, ISO22301.

The operation of this BCMS has many benefits for the business, including:

- Protection of revenue streams and profitability
- Ensuring the supply of services to Citizens
- Compliance with legal and regulatory requirements
- Maintaining BC requirements
- High Availability for Services Providing through ISTD

A BCMS Policy is available in both paper and electronic form and will be communicated within the organization and to all relevant stakeholders and interested third parties.

Commitment to the delivery of business continuity extends to senior levels of the organization and will be demonstrated through the setting of policy and the provision of appropriate resources to establish and develop the BCMS.

Top management will also ensure that a systematic review of performance of the program is conducted on a regular basis to ensure that business continuity objectives are being met and relevant issues are identified through the audit program and management processes.

A business impact and risk assessment process will be used which is in line with the requirements and recommendations of ISO 22301. Risk management will take place at several levels within the BCMS, including:

- Business continuity management planning – risks to the achievement of objectives
- Business continuity risk assessments
- Assessment of the risk of changes as part of the business change management process
- At the project level as part of the management of significant business change

We would encourage all employees and other stakeholders in our business to ensure that they play their part in delivering our business continuity objectives.

Yours sincerely,

April 2025

[]

المملكة الأردنية الهاشمية