



Integrated Management System (IMS) Mandate

We strive to be recognized by our employees, customers, community, and shareholders as a responsible organization that conducts our business in a way sensitive information is protected and resilience is built on the business.

Our commitment to Information Security, Business Continuity, and unparalleled Service delivery is reflected through programs focused on continual improvement and reasonable compliance with applicable regulations, industry standards, best practices, and contractual requirements, planned, integrated, and consistent effects involving every element of our organization.

Access Bank Plc. is committed to providing the highest service quality, technical competencies, and range of products and services that will meet and exceed our stakeholder's expectations and needs.

Access Bank Plc is committed to protecting the security of its business information in the face of incidents and unwanted events and also ensuring the continuity of its business in the face of disruptive events.

To achieve these, Access Bank Plc shall establish a robust strategy to maintain effective preventive measures for Business Continuity Risks, Information Security Risks, and Service Management Risks. It shall also ensure timely, responsive recovery strategies for disruptions in order to continue to deliver products and services.

We at Access Bank Plc Bank will therefore establish and maintain a full-fledged Integrated Management System including Information Security Management System (ISO 27001:2022) and Business Continuity Management System (ISO 22301:2019) and Service Management System (ISO 20000:2018) that complies with National and International requirements & legislations.

In addition, reference should be made to the latest scope and context of organization of Access Bank Plc ISMS and BCMS management system, to include other relevant documentations that will enhance the effectiveness of the IMS, respectively.