

BUSINESS CONTINUITY POLICY

National Ambulance's vision is to be the best pre-hospital care provider in the Middle East, delivering top quality pre-hospital services to the customers in the UAE, and to improve patient outcomes. NA's priority activities are to lead medical response in major incidents in the northern emirates, transport emergency patients to hospital, and provide emergency medical treatment out of hospitals.

The company seeks to carry out its core operations with low operational risk, in order to protect patient outcomes and fulfill its leadership role as an emergency public service provider, and will accept moderate financial risk in order to achieve this.

National Ambulance is committed to:

- Development and implementation of a business continuity framework, consistent with the corporate strategy;
- Ensuring no impact on patient outcomes during a major disruption to the business or its environment;
- Aligning the organisation's business continuity framework with UAE standards and industry best practice, and complying with relevant regulatory requirements;
- Communicating the business continuity policy to staff and key stakeholders, such as suppliers and contractors;
- Conducting awareness initiatives and training to staff and key stakeholders in NA's business continuity plans;
- Carrying out periodic testing of business continuity plans appropriate to the identified risks and priority activities;
- Providing adequate resources, including competent staff with designated business continuity roles;
- Measuring and reporting on the effectiveness of the business continuity program against its objectives, using tools such as key performance indicators, management reviews and audits;
- Reviewing the business continuity management program to promote continual improvement at least annually, to ensure effectiveness.

National Ambulance's Board of Directors and leadership team assume full responsibility for implementing this policy throughout the organisation and operations.



Robert Ball
Chief Executive Officer

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