

BUSINESS CONTINUITY POLICY

Business continuity is a **top priority** for the company to ensure **compliance with legal and regulatory requirements, protect business interests, meet customer needs, and maintain high service availability.**

As a result, the company has established a **Business Continuity Management System (BCMS)** based on **ISO 22301:2019**, with the following goals:

- **Employee safety**
- **High availability of critical functions**
- **Immediate recovery of critical functions in case of disruption**
- **Ensuring overall business continuity**
- **Maintaining high customer, partner, shareholder, and employee satisfaction**
- **Continuous improvement**

The **Compliance Officer (Business Continuity Manager)** is responsible for monitoring and overseeing the operation of the system, as well as for informing and training employees on its implementation.

All personnel involved in activities and processes related to the company's Business Continuity are responsible for applying the policy and the corresponding BCMS procedures within their respective work areas.

Management and all employees are committed to achieving the company's objectives and adhering to the principles related to Business Continuity.



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CEO