



BUSINESS CONTINUITY MANAGEMENT POLICY

Document Information	
Title	Business Continuity Management Policy
Category	Policy
Code	SPOL_04.01
Status	Initial Version
Version	1.0
Classification	Confidential
Date	18/04/2023
Document Owner	BCMS Manager
Approved by	General Manager

Document Versioning		
Version	Date	Comments/Notes
1.0	18/04/2023	Initial Version

Contents

1. BUSINESS CONTINUITY MANAGEMENT POLICY	4
---	----------

1. Business Continuity Management Policy

At NOVA ICT, we recognize and accept the necessity and responsibility for the development and adoption of a business continuity management framework, which we have developed in accordance with international standard ISO 22301:2019 — Societal security - Business Continuity Management System - Requirements and the regulatory obligations that govern the Greek market, but at the same time fulfill our commitment towards our customers, employees, shareholders and suppliers.

We understand the importance of being able to continue all critical functions and to provide our customers continuously with critical services, in the case of an event which could adversely affect important business units, systems and services.

For this reason, we have developed a business continuity management system under which we have determined and prioritized critical functions, activities, infrastructure, services of our company, and resources that may at any moment be activated. Additionally, we have defined and assessed any operational risks and have taken all necessary measures to mitigate any impact on the day-to-day operations of NOVA ICT, by implementing strategies and solutions that enhance the resilience of the organization. At the same time we improve, implement, test, maintain and continuously monitor these Business Continuity Plans.

The objective of all these activities is:

- Preserve the safety of our employees, partners, and customers.
- Preserve the corporate image and reputation of NOVA ICT.
- Safeguard the interests of all parties and entities affected by the operation of NOVA ICT.
- Protect those activities that generates value and our ability to provide uninterrupted services and our products.
- Ensure full compliance of NOVA ICT with the legal, regulatory and statutory obligations set by the relative regulatory authorities.

This policy concerns to all employees and management of NOVA ICT and applies to:

- All critical functions.
- All our employees.

All cooperating critical vendors and suppliers of our products and services.

The Management