

## Business Continuity Management System

### Business Continuity Policy

The aim of ISG Technology Ltd.'s Business Continuity Policy, is to provide resilience for its critical business activities and to meet customer specified requirements.

The ISG Business Continuity Policy for the Sofia European Support Centre (ESC) site, sets out the strategies and principles behind the company's approach to mitigating the effects of an emergency, disruption, disaster or crisis at that location.

The policy considers business continuity as a key organizational activity and maintains a comprehensive business continuity programme to implement and manage it.

It helps the company to identify the critical business activities through business impact analysis on the events that could cause significant business disruption and implement an appropriate business continuity strategy to ensure continual improvement.

The development and implementation of plans to manage business disruptions cover Business Continuity information systems, business premises and employees, and is applicable for the achievement of the business continuity objectives.


The company regularly reviews business continuity activities, policies, responsibilities, plans, tests, and exercises to ensure that the business continuity strategy remains appropriate to its needs.

This policy, and the subordinate policies, processes, and procedures to this document, provide a clear statement of our commitment to ensure that critical business activities can be maintained during a disruption. The Company confirms the risk based decision- making approach used, proactive risk management thinking and systematic activity for integrating the proactive business continuity in the business processes and embedding in the culture of the organization.

A Business Continuity Management System (BCMS) provides the framework for the implementation of this policy and is supported by a comprehensive set of processes and procedures. This system is regularly reviewed to ensure it remains effective and that all critical business activities are covered.

This policy is reviewed at least once a year and is maintained by the Business Continuity Coordinator, who also provides advice and guidance on its implementation and ensures compliance.

All employees shall comply with this policy.



**Andrew Webb**

**Support Services Director**

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ISG Technology Ltd.