

# Business Continuity Policy

## 1. Designation

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Noventiq believes that fulfilment of all the undertaken obligations in the event of an emergency is one of the key conditions for sustainable business development.

Noventiq provides a wide range of goods and services in the IT market. Therefore, within the framework of activities on supporting business continuity, it makes short-term plans to maintain/establish the required level of services to be provided in the event of an emergency.

This Policy declares compliance with the best practices applied to protect organizations from business interruption, reduce the probability of its occurrence and create conditions for the recovery.

## 2. Objective

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To ensure development, implementation and revision of the business continuity system.

## 3. Introduction

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The aim of business continuity system is to prevent, identify and eliminate the risks of business interruption, as well as to create conditions for business recovery if such interruption occurs.

Business continuity system is one of the most important components of the organization, which makes it possible to avoid and prevent the risks of business interruptions, maintain and enhance Noventiq's image among its consumers, Business Partners, and public officials ("Parties Concerned"), strengthen confidence in Noventiq and improve loyalty.

## 4. Scope

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This Policy applies to all employees and officers hired under the fixed-term employment contracts, top managers and members of Noventiq's Board of Directors ("Employees"), as well as to all contractors, consultants, distributors, resellers and other representatives acting on behalf of Noventiq ("Business Partners").

The policy complies with international and national documents regulating business continuity.

## 5. Objectives of Business Continuity System

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Noventiq's business continuity system is focused on the following areas:

- Prevention, identification and elimination of existing and future threats to

- Noventiq's business;
- Proactive approach to minimize impact of incidents;
  - Effective actions taken in the event of business interruption;
  - Minimization of the periods and consequences of downtimes during incidents;
  - Reduction of the recovery time;
  - Preservation of customer and supplier loyalty through demonstration of business sustainability verified by the business continuity system.

## 6. Process

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"Plan-Do-Check-Act" model is used to implement the business continuity processes. Key elements of this approach are as follows:

1. Business continuity policy is a document that regulates activities aimed at ensuring Noventiq's business continuity;
2. Risk assessment means identification, analysis and assessment of risk impact on Noventiq's business;
3. Analysis of incident impact on business is the analysis and assessment of possible impact of incidents on Noventiq's business processes;
4. Crisis management (planning) is a strategic planning to ensure Noventiq's business continuity, which includes the pre-developed principles of crisis management in case of the following scenarios: lack of personnel availability, lack of building/office availability, lack of infrastructure availability, lack of data availability and lack of suppliers' availability;
5. Business continuity plan is a documented procedure or several procedures to be applied in the event of business interruption.
6. Recovery Plan is the process applied to recover and protect the infrastructure;
7. Incident management (planning) is a plan of actions to minimize impact of incidents on personnel and business processes;
8. Crisis communications (planning) is the pre-established and documented priorities in communications and ways to alert of the incidents;
9. Testing and training: Noventiq carries out various trainings to get the employees prepared for the incidents; Noventiq also performs regular tests based on various scenarios;
10. Improvement of efficiency: Noventiq regularly reviews its business continuity procedures.

## 7. Obligations

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Responsibility of the Top Management, represented by the Chairman of Noventiq's Board of Directors and CEOs of Noventiq's companies, is to ensure that the business continuity system is adequately managed in all divisions, efficient and continuously improved.

Responsibility of every top manager and subdivision manager is to ensure that the business continuity system is complied with the best practices, implemented and properly functioning in the subordinated subdivisions.

Every Noventiq's employee is obliged to ensure business continuity within the scope of his/her authorities and activities performed according to the job description.

## 8. Key outcomes of policy implementation

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- Reduction of the risk of business interruption.
- Preservation of customer and supplier loyalty through demonstration of business sustainability verified by the business continuity system.

## 9. Responsibility

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All Employees bear responsibility for the compliance with this Policy and any other documents aimed at its implementation. Failure to comply with the requirements of this Policy shall be the ground for disciplinary action up to dismissal of Employees.

Noventiq's top managers are entrusted with the control over compliance with this Policy.

## 10. Revision history

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<b>Issue No</b>	<b>Version No</b>	<b>Issue Date</b>	<b>Summary of Changes</b>
1	1.0	2020	Final Document
2	1.1	2023	Change of CEO

**Hervé Tessler**

**CEO Noventiq**