

POLICY

Business Continuity

The company recognizes the risks that may threaten the uninterrupted operation of its activities and provides all necessary resources for the implementation of a Business Continuity Management System in accordance with the international standard ISO 22301:2019, in order to:

- Ensure the Business Continuity of critical activities in the event of an unexpected disruptive incident leading to the unavailability or inaccessibility of the company's facilities and systems.
- Be able to return to acceptable levels of operation in the shortest possible time with minimal impact, if the disruption cannot be avoided.
- Minimize the impacts that unexpected disruptive events and interruption incidents may cause, both operationally and on the company's reliability and reputation before its clients and other interested parties.

The implementation of the Business Continuity Management System, through adherence to the policy, procedures, and related Business Continuity plans, aims to:

- Have an appropriate Policy that covers the company's needs, reviewed annually for completeness and adequacy.
- Define the operational framework of the company, as well as the interested parties.
- Define a framework for the planning and evaluation of business continuity requirements for the company's activities.
- Set measurable objectives, to the extent feasible, for business continuity.
- Safeguard the health and safety of personnel.
- Establish systematic methods for planning and evaluating the company's Business Continuity requirements.
- Establish specific recovery strategies and prepare applicable Business Continuity incident response plans.
- Ensure a minimum acceptable level of operation of critical activities in case of disruption.
- Evaluate and improve the Business Continuity plans through testing and drills.
- Continuously inform all company members about business continuity issues so they can respond promptly and effectively to any incident that may cause disruption or malfunction within the company.
- Commit to the faithful implementation of contractual, regulatory, statutory, and legislative requirements related to Business Continuity, as well as the requirements of the international standard ISO 22301:2019.

The company is committed to continuously improving the Business Continuity Management System and keeping all involved personnel informed to enable them to respond

in the best possible way to incidents that may jeopardize the smooth operation of critical functions.

GENERAL MANAGER
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