

## BUSINESS CONTINUITY POLICY

The business ethics of **AIGO BS Ltd. Belgrade** are fully devoted to maintaining the integrity of business continuity to ensure constant accessibility to all available services and resources to clients and other important stakeholders, within the area of trading in computers, printers, printer supplies, office supplies, computer, printer and photocopier servicing, data processing and variable data printing, wholesale – import, export, procurement, storage and medical equipment distribution, as well as daily expert consulting and operational communication.

Apart from ensuring constant accessibility to all available services and resources to clients and other important stakeholders, the company's business system aims to use this approach to ensure efficient development of its business performance and the fulfillment of strategic and business goals in accordance with the company's vision, without any downtime.

The resistance to changes and risks that may lead to a disruption in business continuity is enabled by the implementation and application of the business continuity management system according to the requirements of the international ISO 22301:2012 standard.

The company's top management and all its employees together provide a solution to ensure business continuity by adhering to the following principles:

- ❖ continuous strengthening of the company's ability to manage the incidents that can potentially lead to a disruption in business operations;
- ❖ the identification, assessment and management of eventualities that may jeopardize the functioning of all key processes in the company;
- ❖ systematic planning to minimize the incidence of events that can cause downtime;
- ❖ swift and efficient recovery of key business processes after an incident;
- ❖ establishment and frequent review of guidelines for handling incidents through monitoring the effectiveness of measures taken;
- ❖ enabling employees to ensure the seamless business continuity through constant education;
- ❖ the company's alignment with laws, standards, regulations, contractual obligations and needs, and the expectations of clients and other recognized stakeholders;

In order to implement the formulated Business Continuity Policy, we expect full support from all employees.

In Belgrade, 05.02.2020.



Director

