# Excerpt from the Business Continuity Management Policy

Business Continuity Management Policy (hereinafter: *BCMS*), established according to the requirements of the current version of *ISO 22301* standard, defines basic BCMS rules and principles to accomplish the following in Telekom Srbija:

- – Ensure business continuity within the defined BCMS range,
- – Meet the expectations of stakeholders in case of any major disruptions in the operation of key activities and services,
- – Ensure the fulfilment of all applicable legal, regulatory, contractual and other requirements,
- – Minimize business damage in the events of major disruptions in operations and
- – Ensure a framework for setting up BCMS goals.

*BCMS* policy applies to the organizational units and business processes of Telekom Srbija which are within the range of the established *BCMS*, as are required for the operation of critical *IT/ICT* services provided to internal and external users. The scope of application involves such activities that directly affect the availability of critical *IT/ICT* services of Telekom Srbija in the event of major disruptions in their operation.

**Basic policy principles:**

- • *BCMS* is a part of the Integrated Management System established in Telekom Srbija which is regularly conformed to the requirements of the current version of *ISO 22301* standard and other standards implemented in Telekom Srbija.
- • *BCMS* is implemented and maintained observing the following principles:
  - – Continuity of operations is ensured for all business-critical services and business processes,
  - – The solutions for the selected strategy of continuity and the priority of activities ensuring the continuity are the result of an analysis of impact upon business and assessment of risk upon continuity,
  - – An analysis of impact of processes and services upon business and assessment of risk upon business continuity are regularly reviewed, and based on the results of such reviews business continuity plans are being continuously reconciled and updated,
  - – Business continuity plans are regularly tried and tested,
  - – Continuity of IT safety and protection is an integral part of *BCMS*,
  - – Roles, responsibilities and authorisations are defined for all participants in the business continuity management and
  - – *BCMS* is conformed to legal, regulatory and contractual requirements.
- • Business continuity requirements are integrated in the business processes and services provided by Telekom Srbija and they are an integral part of contractual commitments and Telekom Srbija by-laws.
- • *BCMS* regulations are available to the stakeholders that are responsible for their implementation.
- • Telekom Srbija provides required resources for the maintenance, examination and improvement of BCMS.
- • During major disruptions in the operation of key activities and services, and upon their completion, communication is held with stakeholders observing the data confidentiality.
- • *BCMS* processes are upgraded taking into account the level of technological advances and the costs of implementation.
- • The established *BCMS* is regularly examined and reviewed.
- • The changes affecting the context of the established *BCMS* are continuously monitored and analysed. Such analyses serve to define appropriate measures for the enhancement of *BCMS*
- • Adequate trainings, instructions and information are ensured to make *BCMS* functional in the circumstances of major disruptions in the operation of critical activities and services, particularly heeding the employees' health and safety.

- The employees' awareness of their respective roles and responsibilities in *BCMS* is developed and enhanced.
- *BCMS* is continuously improved through data protection, upgrade of infrastructure, business processes and all the resources required for maintaining the business continuity and recovery.

The date of adoption of the current version of the *BCMS* Policy is 22 April 2021