

## POLITIKA KONTINUITETA POSLOVANJA

Management M Plus Croatia d.o.o donosi ovu politiku, s ciljem osiguranja kontinuiteta usluga tvrtke, za slučajeve neplaniranih okolnosti.

### Osiguranje kontinuiteta usluga

Ova politika daje okvir za uspostavljanje ciljeva kontinuiteta usluga.

Kako bi osigurao poslovanje u skladu sa zahtjevima standarda kontinuiteta prema ISO 22301:2019, Tim za kontinuitet poslovanja M Plus Croatia d.o.o. kontinuirano preispituje utjecaje mogućih neplaniranih okolnosti na poslovanje, definira mjere za sprečavanje i oporavak u skladu sa ciljevima oporavka i osiguranja kontinuiteta usluga.

Za oporavak aktivnosti u periodu kraćem od maksimalnog prihvatljivog prekida, odgovarajuće mjere prevencije i strategije za brzi oporavak će biti razvijene, primjenjivane i održavane.

### Ciljevi kontinuiteta poslovanja

Ciljevi ove politike su:

- identificiranje i kontroliranje rizika procesa o kojima ovisi pružanje usluga, u cilju zaštite zaposlenih, usluga klijenata i reputacije tvrtke
- osiguravanje postupaka za osoblje kako bi se smanjilo ili spriječilo izlaganje sigurnosnim rizicima
- osiguravanje brzog oporavka aktivnosti kada dođe do njihovog prekida
- zaštita i održavanje resursa koji se koriste za pružanje usluga

## BUSINESS CONTINUITY POLICY

The Management of M Plus Croatia d.o.o., adopts this Business Policy to protect all information necessary for providing business continuity in performing business activities of the Company, as well as in a case of unforeseen circumstances.

### Securing Information Confidentiality

This Policy presents guidelines for establishing goals for Business Continuity of Services.

In order to ensure Business process in accordance with the requirements of the Continuity Standard according to ISO 22301: 2019, the Business Continuity Team of M Plus Croatia d.o.o., continuously reviews the impacts of possible unplanned circumstances and operations, defines preventing and recovering measures in accordance with the relevant recovery objectives, as well as ensuring the Continuity of Services.

For the recovery of activities, in a period shorter than the maximum acceptable interruption, appropriate measures for preventing, as well as rapid recovery strategy, will be developed, implemented, and maintained.

### Business Continuity Goals

Goals of this Policy are, as follows:

- Identifying and controlling the processes risks upon which service provision depends, to protect employees, Customer Services, and the Company's reputation
- Providing procedures for personnel to reduce or prevent exposure to security risks
- Ensure a rapid recovery of all activities when they are interrupted
- Protecting and maintaining the resources used in providing of the Services

- provjeravanje je li plan kontinuiteta poslovanja (BCP) razvijen, provodi li se ispravno, redovno testira i ažurira
  - redovno preispitivanje i ažuriranje planirane strategije za kontinuitet kritičnih poslovnih procesa i usluga
  - omogućavanje spremnost za reakciju, brzi odgovor i oporavak aktivnosti prilikom katastrofa ili teških nepredviđenih događaja.
- Controls if the Business Continuity Plan (BCP) is properly developed, implemented, and regularly tested and updated
  - Regularly reviewing and updating planned strategies for the Continuity of critical Business Processes and Services
  - Enabling reaction and daily readiness, quick response, and recovery of activities in case of disasters or severe unforeseen events.

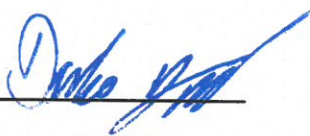
Svijest zaposlenih o njihovoj ulozi i odgovornostima u BCMS se razvijaju i unaprjeđuju. Od svih voditelja timova se zahtjeva učinkovita primjena ove politike, pripadajućih planova i procedura u svim područjima aktivnosti.

The employees' awareness of their role and responsibilities in BCMS is evolving and improving. All team leaders are required to effectively implement this Policy, as well as to monitor if associated Procedures and Plans are effectively applied in all areas of activity.

BCMS se kontinuirano unaprjeđuje kroz zaštitu informacija, unaprjeđenje infrastrukture, poslovnih procesa i svih resursa neophodnih za održavanje kontinuiteta i oporavak poslovanja.

BCMS is continuously improved through the protection of information, improvement of infrastructure, business processes and all resources necessary to maintain the business continuity and recovery.

U Zagrebu, 01.03.2024.

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M Plus Croatia d.o.o.

Društvo

**M Plus Croatia d.o.o.**

ZAGREB

OIB: 45680057371