

## **POLITIKA NEPREKINJENEGA POSLOVANJA**

Poslovodstvo družbe "M Plus Slovenija d.o.o." sprejema to politiko z namenom zagotavljanja neprekinjenosti storitev družbe v primeru nenačrtovanih okoliščin.

### **Zagotavljanje neprekinjenosti storitev**

Ta politika zagotavlja okvir za določanje ciljev neprekinjenosti storitev.

Za zagotavljanje poslovanja v skladu z zahtevami standarda neprekinjenega poslovanja po ISO 22301:2019 ekipa za neprekinjeno poslovanje M Plus Slovenija d.o.o. sproti pregleduje vplive morebitnih nenačrtovanih okoliščin na poslovanje, opredeljuje ukrepe za preprečevanje in sanacijo v skladu s cilji sanacije in zagotavljanja neprekinjenosti storitev.

Za obnovitev dejavnosti v obdobju, krajšem od največje sprejemljive prekinitve, bodo razviti, uporabljeni in vzdrževani ustrezni preventivni ukrepi in strategije za hitro obnovitev..

### **Cilji neprekinjenega poslovanja**

Cilji te politike so:

- prepoznati in nadzorovati procesna tveganja, od katerih je odvisno izvajanje storitev, z namenom zaščite zaposlenih, storitev za stranke in ugleda podjetja
- zagotoviti postopke za osebje za zmanjšanje ali preprečevanje izpostavljenosti varnostnim tveganjem

## **BUSINESS CONTINUITY POLICY**

The Management of „M Plus Slovenija d.o.o.“, adopts this Business Policy in order 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 Slovenija 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



- zagotoviti hitro obnovitev dejavnosti, ko so prekinjene
  - zaščititi in vzdrževati vire, ki se uporabljajo za zagotavljanje storitev
  - preverjati, ali je načrt neprekinjenega poslovanja (BCP) razvit, implementiran, redno testiran in posodobljen
  - redno pregledovati in posodabljeni načrtovane strategije za kontinuiteto kritičnih poslovnih procesov in storitev
  - omogočiti pripravljenost na reakcijo, hitro odzivanje in obnovitev aktivnosti v primeru nesreč ali hujših nepredvidenih dogodkov.
- Protecting and maintaining the resources used in providing of the Services
  - 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.

Zavedanje zaposlenih o njihovi vlogi in odgovornostih v BCMS se razvija in izboljšuje. Vsi vodje ekip morajo učinkovito uporabljati to politiko, povezane načrte in postopke na vseh področjih delovanja.

BCMS se nenehno izboljšuje z zaščito informacij, izboljšanjem infrastrukture, poslovnih procesov in vseh virov, potrebnih za ohranjanje kontinuitete in oživitev poslovanja.

The employees' awareness on 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 is continuously improved through the protection of information, improvement of infrastructure, business processes and all resources necessary to maintain the business continuity and recovery.

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