

BUSINESS CONTINUITY MANAGEMENT POLICY

At Hemmersbach, ensuring the continuity and resilience of our services is a key element of our commitment to customers, partners, and stakeholders. Business Continuity Management supports our mission to deliver reliable, high-quality IT services even in the event of disruptive incidents.

Our Business Continuity Management System (BCMS) is established in accordance with **ISO 22301:2019**. It is designed to strengthen our organizational resilience, safeguard service availability, and minimize the impact of disruptions on customers and business operations.

Our Commitment

Hemmersbach is committed to:

- identifying and prioritizing business-critical activities,
- understanding potential impacts of disruptions on service delivery,
- implementing appropriate continuity strategies and recovery arrangements,
- ensuring effective communication during disruptive events,
- continuously improving our business continuity capabilities.

Business continuity objectives are aligned with our overall business strategy and are reviewed regularly by management.

Risk-Based and Structured Approach

Our BCMS follows a structured, risk-based approach. Potential disruption events are assessed based on their impact on service delivery and acceptable recovery timeframes. Where required, continuity arrangements are established to ensure that services can be maintained or restored within agreed limits.

People, Awareness, and Preparedness

Roles and responsibilities related to business continuity are clearly defined. Relevant employees are trained and made aware of their responsibilities to ensure effective response and recovery in the event of disruptions. Business continuity arrangements are periodically reviewed, tested, and improved.

Management Commitment

Hemmersbach management fully supports the Business Continuity Management System and is committed to its ongoing effectiveness, compliance with applicable legal and contractual requirements, and continual improvement.

For any questions regarding our Business Continuity Management approach, please contact: qualitymngt@hemmersbach.com