

BUSINESS CONTINUITY POLICY

The management of ALTER EGO S.A. recognizes the risks that may threaten the smooth operation of her activities, from any event of an incident, in order to enable the company to return to normal work as soon as possible, taking into account the impact of any delay in the quality of her services, her reputation and the financial soundness of the company.

The company has all the resources necessary for the implementation of a Business Continuity Management System in accordance with the international standard ISO 22301:2012, in order to:

- Ensure the Operational continuity of critical activities and maintain the ability to continue her work within agreed time frames, following the implementation of an emergency plan, in the event of an incident leading to unavailability or inability to access the company's facilities or electronic means.
- Be able to return to acceptable operating levels in the shortest possible time and increase its resilience to an incident by protecting critical assets and data (electronic and other) through a coordinated management and recovery approach.
- Minimize the impact that may cause incidents of disruption to the reliability and reputation of the company before her customers and other interested parties.

The company's emergency strategies protect the safety of the staff and the reputation of the company, combined with the continuous and reliable provision of services to stakeholders, while maintaining contractual and legal compliance with regulations. The implementation of the Business Continuity Management System aims at:

- The preservation of health and safety of staff
- The preservation of the corporate image and reputation
- The establishment of systematic methods for the planning and evaluation of the Company's Business Continuity requirements
- Establishing specific recovery strategies and drawing up applicable Business Continuity Incident Plans

BUSINESS CONTINUITY POLICY

- Ensuring a minimum acceptable level of operation of the company in cases of interruption
- The constant information of all members of the company on issues of business continuity in order to be able to deal immediately, upon appearance, and effectively, any incident that may lead to interruption of the malfunction in the company
- The commitment to the faithful implementation of contractual, regulatory, legislative and regulatory requirements related to the Business Continuity and requirements and continuous improvement of the management system according to the international standard ISO 22301: 2012.

The Business Continuity System includes the company's facilities, equipment, systems, procedures necessary for the continuation of the operation during a work stoppage.

As a minimum requirement, the Operational Continuity System is subject to regular review and updating.

Managing Director
Anthi Iliopoulou

Edition: 2nd - Date 01/03/2025