

BUSINESS CONTINUITY POLICY

Since its establishment in 2008, PCM Methods & Procedures Consultants Ltd. has developed into a dynamic consulting services company serving both private- and public-sector organizations, with particular expertise in innovation development and the promotion of entrepreneurship.

The close monitoring of international developments and the establishment of European partnerships, thorough market research, and the use of modern management tools for the design and implementation of creative and effective solutions ensure the provision of high-quality services.

The executives of PCM Ltd. possess strong scientific expertise and extensive experience in the design, support, and implementation of projects, both in the public sector — with significant involvement in the management of Community Support Frameworks and the NSRF — and in the private sector, including major investments and complex projects with demanding requirements.

The company applies the internationally recognized Project Cycle Management methodology to the design and implementation of projects in which it participates as a consultant and/or partner, and makes use of mutual learning and cooperation networks (learning networks) in the application of innovative methods for supporting entrepreneurship.

PCM Ltd. recognizes the continuous qualitative improvement of the services it provides as a key factor in its success and professional standing. Its ongoing objective is to respond responsibly and effectively to the requirements and expectations of its customers, building long-term cooperative relationships based on reliability and mutual trust. The company implements a Business Continuity Management System across all areas of its operations. This Business Continuity Policy provides the framework for ensuring business continuity.

The company has identified the risks that may threaten the uninterrupted operation of its activities and provides all necessary resources for the implementation of a Business Continuity Management System that complies with the international standard ISO 22301:2019, in order to:

- Ensure the business continuity of critical activities in the event of an incident resulting in the unavailability of or inability to access the company's premises.
- Be able to return to acceptable operating levels within the shortest possible period of time.
- Minimize the impact that disruptive incidents may have on the company's reliability and reputation in the eyes of its customers.

The implementation of the Business Continuity Management System, through adherence to the Policy, procedures, and relevant Business Continuity Plans, aims to:

- Safeguard the health and safety of personnel.
- Establish systematic methods for planning and assessing the company's Business Continuity requirements.
- Establish specific recovery strategies and develop practical and implementable plans for responding to Business Continuity incidents.

- Ensure a minimum acceptable level of operation of critical activities in the event of disruption.
- Evaluate and improve Business Continuity Plans through testing and exercises.
- Ensure that the implemented Business Continuity Management System is aligned with the company's strategic direction.

The company is committed to the continual improvement of its Business Continuity Management System and to keeping all relevant personnel appropriately informed and prepared, so that they are able to respond in the best possible manner to incidents that may jeopardize the uninterrupted operation of the company's critical functions.

Management

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