

Business Continuity Policy

Our aspiration is to be the undisputed leader in professional services; making an impact that matters for our clients, people and society.

There are many risks to our business operations and assets which could disrupt the delivery of our services and threaten our business objectives, including in an extreme case the continuity of the Firm. In order to address these risks, the Firm has established Business Continuity Management (BCM) as an integral part of the Firm's normal business operations. Plans shall be drafted, published and tested for key services.

Deloitte's BCM policy provides a structure through which:

- A comprehensive Business Continuity Management System (BCMS) is established and maintained;
- Key services, together with their critical processes and activities, supporting resources and interdependencies are identified;
- Business impact analysis and risk assessment are carried out to identify critical processes and activities, supporting resources and interdependencies;
- Plans are developed to help ensure continuity of key services at a minimum acceptable level and within specific timeframes following disruption;
- Business continuity plans are activated and communications with key stakeholders are managed;
- Plans are subject to ongoing exercising and revisions;
- Deloitte leadership and key stakeholders are assured for the continuous improvement of the BCMS and that the BCMS remains up to date and relevant.

The key strategic objectives of the Business Continuity Management System are the following:

- Ensure protective actions are established and practiced to safeguard life, health and safety of personnel. The safety and security of our people is a top priority for Deloitte.
- Respond quickly and substantively to our employees and key stakeholders, both internal and external, in case of a business disruption or potential event that threatens human life, health, safety, property or the environment if not controlled, contained or eliminated immediately.
- Maintain an acceptable level of client service in case of significant business disruptions.
- Document and maintain critical information required for implementation of the Business Continuity Plan (BCP).
- Develop a BCP structure and guidelines for managing an event (incident, emergency, disaster, crisis).
- Provide guidelines for developing, maintaining, exercising, continuous monitoring and improving of the BCP, according to Deloitte Network's standards and requirements.

The Firm's Management is strongly committed to making efforts to achieve continuous improvement of the Business Continuity Management System.